



**Sheraton**<sup>®</sup>  
STOCKHOLM HOTEL

## Reception Manager

We are looking for a capable Reception Manager to lead our reception team to success!

As a Reception Manager, the main focus will be the reception part of the Front Office. You will be responsible for the daily work of GSA, SL and operators. The Reception Manager will work 80% as Duty Manager and 20 % Administrative assisting FOM in his/her daily work.

Your responsibility areas are the following:

- Daily work at the Front Office as Duty Manager
- Scheduling
- Training the associates
- Lead, inspire and develop associates at the front office
- Control that policies & procedures are being followed, as well as create SOP's
- Guest Satisfaction, and handling guest complaints with Service Recovery model
- Monitor guest feedback, and make changes where needed
- Develop and identify new procedures
- Maintain co-operation between all departments to make the hotel successful in their business promise
- Cover as Front Office Manager when needed

The qualifications we are looking for

- Bachelors degree in Hospitality Management
- 4-years' experience in hotel industry, and a 2-years' experience of leadership role
- Excellent problem-solving skills and analyzing data
- Able to lead and motivate the team to success and to uphold Sheraton standards
- Fluent in oral & written business English, conversational Swedish speaking skills

The position is a permanent employment at 100%.

For application, send your CV and cover letter to FOM Pierre Astell (Front Office Manager) via e-mail [pierre.astell@sheraton.com](mailto:pierre.astell@sheraton.com) and with any questions call 08- 412 3421.

We are filling the position as soon as possible, and the last application date is 13<sup>th</sup> of October.