



Job Title	Front of House Manager
Department	Hotel/ Front of House
Approximate Department Size	25
Reports to	Hotel Operations Manager
Direct Reports	Assistant Front of House Manager, Duty Managers, Host, Night Manager, Assistant Night Manager, Night Hosts
Working hours and pattern	40 hours over 5 days. Flexibility needed to meet business needs. Regular weekends and evenings.
Will this role qualify for tronc or bonus?	Tronc

Purpose of this role
<p>The Front of House Manager is responsible for leading the reception, duty, and night management teams to ensure a seamless and exceptional guest experience. The role oversees the entire guest journey, from pre-arrival through to post-stay, ensuring it is managed with professionalism, warmth, and efficiency. This position plays a key role in maintaining The Newt in Somerset's reputation for excellence while fostering a culture of pride, community, and high standards within the team.</p>
Responsibilities
<ul style="list-style-type: none"> • Support the General and Operations Manager in all aspects of the hotel business. • Lead and manage the Reception, Duty Management and Night teams. • Recruit, train, develop and care for the front of house team, ensuring high performance, motivation and wellbeing. • Establish, maintain and monitor SOPs, policies and compliance standards. • Oversee day-to-day operations to consistently deliver the highest levels of service, efficiency and quality. • Enforce company parameters, policies and cancellation guidelines. • Champion estate values and communicate expectations to staff. • Provide regular feedback, reviews and coaching to colleagues. • Collaborate with other departments to ensure smooth and cohesive guest service. • Maintain full knowledge of estate services, products and experiences. • Ensure secure handling of guest data and information. • Perform duty management shifts as part of the hotel's leadership team.
Characteristics needed for this role
<ul style="list-style-type: none"> • Self-motivated, confident and personable. • Ability to build rapport with guests and colleagues. • Natural leader with motivational skills.



<ul style="list-style-type: none"> • High attention to detail and passion for service excellence. • Genuine interest in guest satisfaction.
Characteristics desired for this role
<ul style="list-style-type: none"> • Strategic thinker with innovative problem-solving ability. • Collaborative and team-oriented. • Flexible, adaptable and proactive in a dynamic environment. • Ability to think outside the box to curate bespoke experiences tailored to the guest.
Skills and experience needed for this role
<ul style="list-style-type: none"> • Previous experience as Head of Department or Assistant Front of House Manager. • Proven experience in the hospitality industry, ideally luxury hotels. • Strong written and verbal communication skills. • Excellent time management and organisational skills. • Ability to prioritise workload effectively. • Knowledge of hotel operations.
Skills and experience desired for this role
<ul style="list-style-type: none"> • Experience with Opera (Oracle) PMS or similar systems. • Previous duty management or multi-department exposure. • Willingness to learn and adapt to new systems and processes. • Knowledge of the local area.
Qualifications needed for this role
<ul style="list-style-type: none"> • NA
Qualifications desired for this role
<ul style="list-style-type: none"> • Qualification in Hotel Management or similar
What systems will be used in this role?
<ul style="list-style-type: none"> • Oracle Opera PMS • ResDiary • Internal booking systems • HR Systems • Other internal systems as required



Department Description
<p>The Front of House team plays a crucial role in achieving our vision of a seamless guest journey across The Newt estate. As the first and last point of contact for our guests, the department ensures every visitor enjoys a welcoming, professional and memorable experience. Beyond guest service, the team supports the wider hotel and estate operations, contributing to the vibrant, community-focused culture of The Newt in Somerset.</p>