



<https://eternalhotelsllc.com/careers/front-office-manager/>

Front Office Manager – Pendleton Area

Description

Eternal Hotels is a national hospitality company primarily engaged in the management and ownership of upscale, midscale and economy hotels & restaurants.

Our brands include the Red Lion Hotel Pasco WA, Best Western Pendleton OR, Holiday Inn Express Pendleton OR, Best Western Plus Dayton WA, Comfort Inn & Suites Walla Walla WA, Sleep Inn Pasco WA, Rodeway Inn Boardman OR, and Vintners Lodge Prosser WA. Eternal Hotels operates a group of RV Parks & Resorts including the RV Park at Vintners Lodge in Prosser, WA and the Driftwood RV Resort in Boardman, OR. The company also owns and operates gas stations, entertainment, and restaurant venues throughout Washington and Oregon. For more information, please visit the company's website at <https://eternalhotelsllc.com>.

Summary/Objective

A hotel Front Office Manager is tasked with making sure that the Front Office (the place where guests first come into contact with the hotel and staff) runs smoothly and effectively.

Responsibilities

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Managing and training the Front Office staff
- Ensuring the front desk provides a professional and friendly service for guests
- Dealing with guests
- Arranging staff scheduling
- Acting as liaison between General Manager and staff
- The Front Office is the area of the hotel where guests form their first and last impressions of the hotel. This makes it really important for the Front Office Manager to work hard to create a pleasant experience for guests to ensure their return.

Competencies

- Diplomacy and the ability to communicate clearly
- Firm leadership skills
- The ability to multitask, prioritize and manage time
- The ability to perform under pressure
- Must be highly motivated

Work Environment

You'll be working in the guest-facing portion of hospitality. This means being in contact with people all the time.

Though a hotel Front Office Manager creates their own schedule along with that of

Hiring organization

Eternal Hotels LLC

Employment Type

Full-time

Beginning of employment

Open until filled

Duration of employment

Year Round

Industry

Hospitality

Job Location

97801, Pendleton, OR, USA

Working Hours

Days and hours of work are typically Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.

the other Front Office employees, the importance of the job usually means being on call at all times in case of emergency.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Qualifications

Required Education and Experience

Prior hotel Front Office Manager Experience.
Prior experience with Choice Hotels.

Preferred Education and Experience

Bachelor's degree or equivalent experience.

Job Benefits

Health Insurance
Dental Insurance
Vision Insurance
Paid Time Off (Vacation & Sick)

Contacts

Additional Information

All your information will be kept confidential according to EEO guidelines.

An Equal Opportunity Employer

Equal access to programs, services and employment is available to all persons. Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resources Department at (509) 547-0701 or via email at hrredlion@eternalhotelsllc.com.