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BOUTIQUE HOTEL  
**CRYSTAL PALACE**  
SOFIA

## **Are you looking for a challenging career in Hospitality Industry?**

We are offering you the position of:

# **Front office manager**

**At the 4-star „Crystal Palace” Boutique Hotel,  
part of the FPI Hotel & Resorts**

### **OUR ADDRESS:**

- 14, Shipka St. (located next to Sofia University)

### **KEY RESPONSIBILITIES:**

- Responsible for the running of the front desk
- Greet, communicate with and welcome guests
- Anticipate and handle any guest requests and satisfy their needs within acceptable guidelines
- Promote all activities and services offered at the hotel
- Supervise payments
- Answer all the customers' questions and handle their complaints
- Schedule the front office staff and supervise workload during shifts
- Train, supervise and support FO staff
- Keep front desk clean, tidy and supplied with all the necessary supplies
- Ensure company's policies are met

### **KEY REQUIREMENTS:**

- An outgoing personality with high customer and service orientation
- Previous experience in Service Industry will be considered an advantage
- Education in the field of Hospitality industry will be considered a +
- Personality with a positive and friendly attitude
- Open-minded person with good organizational skills and extensive hands-on experience
- Proficiency in English
- Excellent computer skills
- Flexible professional

### **WHAT TO EXPECT IF YOU JOIN US:**

- Competitive remuneration package
- Personal and professional growth in a stable company
- Challenging and rewarding work
- Professional and friendly work environment
- Long-lasting collaboration
- Opportunities for career growth and professional development

If you meet the requirements and you believe you'd fit in this position, we'll be happy to receive your resume at email [t.popova@fpihotels.com](mailto:t.popova@fpihotels.com) **not later than 31<sup>st</sup> December 2021!**

**Take your chance!**