

# Front of House Manager - Private Club

Gecko Hospitality invites passionate, creative thinkers to join our team in the revolutionary new members-club in Boston, where we foster a community of impactful leaders and innovators. We seek a Front of House (Office) Manager who embodies an entrepreneurial spirit and a love for hospitality, with a commitment to nurturing talent and team culture.

## Key Responsibilities:

- Lead and provide direction to our Front Desk, Valet Parking, Spa/Gym, Door, and Housekeeping teams.
- Ensure operational and financial goals are met and facilities maintained to the highest standards.
- Cultivate a positive, respectful work environment, coaching staff for growth and development.
- Act as the face for visiting members, ensuring luxury service.
- Manage sales strategies, budgeting, marketing plans, and organizational policies.
- Create and facilitate comprehensive training programs for all Front of House departments.
- Analyze financial performance, contributing to the profitability of the club.
- Be involved in hiring, coaching, performance reviews, payroll, and employee engagement.
- Enforce policy adherence, manage maintenance concerns, and handle guest interactions.
- Develop relationships with local vendors for enhanced member experiences.
- Be readily available for emergency situations and manage the lost and found program.

## Necessary Skills and Qualifications:

- Demonstrable leadership and exceptional customer service expertise.
- Strong analytical skills, financial acumen, and keen attention to detail.
- Ability to thrive in a start-up environment, balancing multiple responsibilities.
- Proven track record in talent development, and team building.
- Expertise in the hospitality sector with high expectations for member satisfaction and room quality.

## Role Overview:

This role is not just about managing a facility—it's about being pivotal in promoting the ethos of the club. It's about ensuring each member's experience is personalized and luxurious, from the moment they step through our doors. The Front of House Manager is the key driver in establishing and maintaining the stellar reputation through impeccable service, state-of-the-art facilities, and a culture that dreams forward.

## How to Apply:

Are you ready to join our mission to build a community of impact? Please send your resume to:

**Eric Johnson, CCM**

*Executive Recruiter / Hospitality Division / New England - Upstate NY*

585-358-0053 [ericj@geckohospitality.com](mailto:ericj@geckohospitality.com)

**Let Go, And Let Gecko <sup>TM</sup>**

Take this incredible opportunity to become a part of the club's pioneering tale—a place where history is being written through the contributions and shared experiences of its members and the dedication of its passionate staff.