



Front Desk Manager

About the Club:

Andover Country Club is an elegant, luxury, family-oriented golf and country club with strong ties to tradition and history. For over 90 years, we have continued to offer our members and guests the highest level of service and hospitality.

As the premier private club in The Merrimack Valley, Andover Country Club provides a meticulously manicured championship golf course for members and their guests, an elegant fine dining restaurant and lounge, a lively members bar, and the ideal place for all your special events.

Duties & Responsibilities:

- Responsible for providing all aspects of excellent customer service.
- Responsible for answering the switchboard, transferring calls to appropriate extension or taking messages when appropriate.
- Ensure timely and secure delivery of all messages, mail and packages left for guests and departments within the Country Club.
- Report and store lost and found items in accordance with Andover Country Club procedures.
- Maintain the confidentiality of Andover Country Club business and of all guest and client information.
- Making, modifying, and canceling hotel guest reservations.
- Print all necessary Hotel Reports and review for accuracy.
- Update Housekeeping reports as needed; ensure that guest rooms are clean prior to issuing keys.
- Responsible for the accurate check-in and check-out of hotel guests. Obtain all necessary signatures, authorizations, and payments.
- Respond to guest inquiries regarding hotel services, reservations, attractions, directions, etc.
- Respond to hotel guest's needs, and/or special requests as needed.
- Responsible for accurately maintaining a \$300.00 cash drawer.
- Respond to banquet clients needs.
- Responsible for maintaining Advance Deposit Log Book.
- Process payments for Function Bills/Bars as needed.



Manager Tasks (Duties)

- Acts as Manager on Duty in the absence of a manager on property.
- Secures the building by locking and checking entry doors.
- Walks throughout the building checking lights and refrigeration.
- Coordinates the Command Station in case of emergency i.e. power failure or fire alarm. Helps coordinate evacuation if necessary.
- Hire, training, discipline of front desk and housekeeping personnel.
- Review reservations, reports, and audit for errors and discrepancies.
- Take care of any special needs for upcoming reservations.
- Purchasing of hotel supplies, clubs paper products need.
- Prepare monthly reports for accounting department.
- Schedule of front desk staff, housekeeping staff.
- Approve weekly payroll by Monday morning for accounting
- Maintain supply of guest room keys and order if needed.
- Other assigned duties as needed by General Manager.

Job Value/Compensation

Commensurate with qualifications and experience. Full Time, year-round position with health insurance and vacation provided.

Reports to:

General Manager

Supervises:

Front Desk Staff, Housekeeping Staff

Please send resumes to: Geoff Piva, General Manager – geoff@andovercountryclub.com

NO PHONE CALLS PLEASE