

FRONT OFFICE MANAGER

Number of positions: 1

Job location: Sheraton Athlone Hotel (Athlone-Ireland)

Contract type: Permanent

Job description

Are you an accomplished hospitality professional with a strong background in 4 or 5 star classification hotels? If so, we have an exceptional opportunity for you to lead our Front Office team as Front Office Manager at the Sheraton Athlone Hotel.

As Front Office Manager at the Sheraton Athlone Hotel, you will report directly to the General Manager and serve as the driving force behind our guest-facing operations.

Creating a positive work environment where team members can grow, feel cared for and enjoy their work, is an essential part of this leadership role. In this pivotal leadership role, you will inspire and guide a dedicated Front Office team to deliver exceptional, memorable experiences that embody the warmth and professionalism synonymous with the Sheraton and Marriott brands.

You will oversee all aspects of Front Desk operations, from guest arrival through departure, ensuring every touchpoint reflects our commitment to service excellence. Your responsibilities will include strategic planning, operational oversight, and continuous team development, all while maintaining the highest standards of efficiency and brand compliance.

Your Key Responsibilities:

- Lead, mentor, and develop the Front Desk team through effective coaching, training, and performance management.
- Plan and execute daily Front Office operations in full alignment with Marriott SOPs and Sheraton brand standards.
- Drive implementation of Marriott Bonvoy initiatives and service innovations within your department
- Optimize guest satisfaction scores through refined arrival, departure, and reservation management procedures.
- Proactively enhance revenue through strategic promotion of hotel facilities, local attractions, and targeted upselling.
- Partner closely with Housekeeping to ensure seamless room readiness, allocation, and turnover
- Participate actively in Head of Department meetings and daily operational briefings, contributing strategic insights.
- Oversee end-to-end recruitment, onboarding, and continuous professional development of team members.

We are seeking an accomplished hospitality professional who combines operational expertise with genuine passion for guest service and team leadership. The ideal candidate will bring:

Essential Experience:

- Minimum 2 years at Front Office Manager level within a comparable hotel property.
- Proven track record of leading teams and driving measurable improvements in guest satisfaction.

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Technical Competencies:

- Advanced proficiency in Front Office Systems, with Opera PMS experience highly preferred.
- Strong working knowledge of reservations platforms, channel management, and revenue optimization principles.
- Competency in Microsoft Office Suite and hotel operational reporting tools

Core Skills:

- Exceptional verbal and written communication skills in English
- Outstanding organizational abilities with keen attention to detail
- Strong interpersonal skills
- Flexibility to work varied shifts including evenings, weekends, and holidays as needed

Working conditions:

- Fulltime and Permanent Contract.
- 39 hours per week.
- Salary: 42.000 €-47.0000 € Annually.
- The company will provide accommodation to the right candidate.
- Candidates must be an EU citizen or hold a valid employment permit.
- Starting date: as soon as possible.

Reference number: Ref: #JOB-2433425

To apply

CVs and a covering email are to be sent in English by email to linda.hoban@welfare.ie with copy to pcpmixto.eures@sepe.es.

Ref: Front Office Manager-Sheraton

Closing date: 31-03-2026

AYUDAS EURES A LA MOVILIDAD LABORAL:

Infórmate de las subvenciones para acudir a la entrevista, y/o para el posterior traslado al país de destino si resultas contratado. Requisitos y trámites a seguir en:

Planes específicos de movilidad de EURES en los que participa España (Targeted Mobility Scheme):

https://www.sepe.es/contenidos/personas/encontrar_empleo/encontrar_empleo_europa/tu_primer_empleo_eures.html

Para más información sobre movilidad laboral o sobre las ayudas contacta con el Consejero EURES de tu provincia:

<https://www.sepe.es/HomeSepe/Personas/encontrar-trabajo/empleo-europa/consejeros.html>

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