



Talbot Hotel Cork



#JOB-2437361



Talbot Hotel Cork, Main Road, Ballincollig, Co.
Cork, P31 DY93



No of positions : 1



Paid Position



39 hours per week



37000.00 Euro Annually



06/03/2026



03/04/2026

How to apply

Application Method :

Not available



Open your camera app & point here to view this ad online



Hotel Front Office Operations Manager

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Talbot Hotel, Main Street, Ballincollig, Cork, wishes to recruit a Hotel Front Operations Manager with the following responsibilities:

It is a permanent full-time position consisting of 39 hours per week.

Ensure punctuality, professional appearance, and high grooming standards at all times.

Manage all Reception and Reservations staff, ensuring full compliance with company standards and procedures.

Promote the hotel at every opportunity and implement effective upselling at Reception and Reservations.

Maximise forward bookings for accommodation, events, and all revenue driving opportunities.

Oversee correct handling, posting, and charging of all daily business accounts; ensure staff follow procedures.

Maintain consistently high standards of guest service and professional interaction.

Ensure floats are accurate and all cash and credit card handling is carried out correctly.

Manage monthly dry cleaning accounts, taxi accounts, and related administrative duties.

Oversee all operational equipment (bleeps, vingcards, terminals), ensuring functionality, maintenance, and upgrades.

Supervise daily cash lodgements, revenue figures, and financial recording accuracy.

Maintain safe keeping of accident report books, sign in/out logs, and all compliance documentation.

Operate the fire panel and ensure all Reception staff receive full fire panel training.

Manage, supervise, and develop Front Office and Reservations teams, including workforce planning, training, and performance management within HR policy guidelines.

Oversee departmental budgets, payroll cost control, revenue targets, and GP margins; implement improvements where required.

Monitor daily revenue reports, forecasts, and operational KPIs; work with Revenue and Finance teams to maximise occupancy, yield, and upselling.

Make operational decisions regarding guest recovery, escalated complaints, staffing issues, and daily challenges.

Act as Duty Manager as required, overseeing hotel operations during evenings, weekends, or senior management absence.

Coordinate Front Office operations with Housekeeping, Maintenance, Sales, and Food & Beverage teams.

Provide full leadership to Front Office and Reservations, ensuring smooth operations across all shifts.

Liaise with Housekeeping regarding room allocation and availability.

Create accurate staff rosters in line with business levels and adjust as needed.

Follow all HR procedures rigorously.

Ensure departmental GP targets are achieved and improved where possible.

Maintain and update all training records; identify ongoing training needs.

Monitor staff during shifts to ensure all duties follow company procedures.

Maintain exceptional service standards and attention to detail throughout the department.

Participate in weekly management and HOD meetings, contributing to planning and operational improvements.

Maximise staff productivity and encourage motivation through a positive work environment.

Conduct regular department meetings.

- **Sector:** other service activities

Career Level

- Managerial

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 5

(Desirable)

- **Ability Skills:** Hospitality, Sales/Marketing
- **Competency Skills:** Flexibility, Leadership, Management, Problem Solving
- **Specialising In:** hotel manager; duty manager; revenue manager
- **Languages:** English C2-Master (Fluent)