



Front Office Manager

Kokomo Private Island is an Ultra-Luxury, Multi Award Winning 6-star destination, located on a secluded private island in Kadavu, comprising of 5 beautiful Residences and 21 Villas across 140 acres of idyllic, untouched landscape. We pride ourselves on delivering exceptional service, while maintaining the highest standards of safety and unparalleled tropical paradise experience.

We are looking to recruit a **Front Office Manager**, to join our dynamic team and to be based at Kokomo Private Island, Kadavu.

Position Overview:

Directly supervises all front office personnel and ensures proper completion of all front office duties. Directs and coordinates the activities of the front desk, reservations, guest services, aviation and telephone areas. Prepare monthly reports and budget for front office department.

Qualification and Experience:

- The successful applicant must possess the following attributes & skills:
- At least 5 years of experience in guest relation and front office management
- Financial acumen with experience in department budget management
- An eye for detail across all departments with an understanding of luxury service standards worldwide
- SOP and P&P re-structuring as well as ensuring business compliance and licensing
- Have the passion to create a personalised, luxury experience for all guests.
- Valid driving license.

Duties & Responsibility:

- Trains, cross –trains and re-trains all front office personnel including Guest service Agents, Porters and Guest Experiences.
- Participates in the selection of front office personnel.
- Schedules the front office staff and completes payroll weekly.
- Lead, train and grow the team to be successful in all areas of front office.
- Evaluates the job performance of each front office employee.
- Maintains working relationships and communicates with all departments.
- Verifies that accurate room status information is maintained and properly communicated.
- Resolves guest problems quickly, efficiently, and courteously.
- Updates group information. Maintains, monitors, and prepares group requirements.
- Prepare and maintain budget for the front office.
- Reviews P&L monthly and adjusts expenses and payroll as required.
- Review daily GRO cashier reports for any discrepancies.
- Conducts regularly scheduled meetings of front office personnel.
- Requires all front office employees to wear proper uniforms at all times.
- Upholds the hotel's commitment to hospitality.
- Maximize room revenue and occupancy by reviewing inhouse & future status & allocation daily. Analyse rate variance, and maintain close observation of daily house count. Monitor selling status of house daily.
- Ensure implementation of all hotel policies.
- Operate all aspects of Front Office computer system, including software maintenance, report generation and analysis, and simple configuration changes.
- Prepare revenue and occupancy forecasting.
- Ensure logging of all guest requests, complaints, feedback and action accordingly.
- Review Front office log book and Guest feedback on a daily basis.
- Oversee and manage all guest movement, to the island, off the island and on the island.
- Ensure that employees are, at all times, attentive, friendly, helpful and courteous to all guest's, managers and other employees.
- Monitor all V.I.P 's special guests and requests.
- Maintain required par levels of all guest amenities and front office stationery supplies.
- Review daily front office work and activity reports generated by Night Audit.
- Maintain an organised and comprehensive filing system with documentation of purchases, vouchering, schedules, forecasts, reports and tracking logs.
- Support, train and create succession planning for all front office team members.
- Coordinate on island daily aviation movements working closely with the aviation team to ensure seamless arrival and departure experiences
- Review schedule within guests requests as best possible.
- Coordinate daily flight schedule between Nadi & Island Operation teams.
- Monitor schedule throughout the day against weather disturbances, or guest itinerary changes.
- Maintain a 3-month future outlook on flight schedule and work closely with operations manager in Nadi
- Manage and assist Boutique sales assistant with their daily tasks.
- Supervise monthly stocktake consistently and accurately, ensuring inventory is sufficient and correct at all times.
- Check over daily sales with micros for any discrepancies and correct accordingly.
- Ensure all items for sale are kept in good condition. Be mindful of any repeat damaged items and resolve these concerns.

If you are suitably qualified for the above position and ready to join our team based in Kadavu, please apply. Send your detailed CV, a cover letter and recent PP size photo, via email to recruitment@kokomoislandfiji.com

Only shortlisted applicants will be contacted for an interview

Applications will close on Sunday 17th August, 2025