

Accenture Recruitment 2023 – Work From Home – Project Manager Post

Hiring organization
Accenture

Job Location

India
Remote work possible

Date posted
July 4, 2023

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Valid through
30.09.2023

Base Salary

Rs. 20,000 - Rs. 50,000

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time,

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Description

Accenture Recruitment 2023

We are seeking a skilled and customer-oriented Front Desk Manager to join our team. As a Front Desk Manager, you will be the first point of contact for our guests and clients, providing exceptional customer service and ensuring a positive experience. You will oversee the front desk operations, manage a team of receptionists, and handle various administrative tasks. This is a key role in maintaining a professional and welcoming atmosphere in our organization.

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Responsibilities:

- Greet and welcome guests and clients in a friendly and professional manner.
- Manage the front desk operations, including answering phone calls, handling inquiries, and directing visitors.
- Ensure the reception area is clean, organized, and well-maintained at all times.
- Train, supervise, and schedule front desk staff, providing guidance and support.
- Monitor and maintain office supplies inventory, ordering as needed.
- Coordinate and schedule appointments and meetings, ensuring efficient use of resources.
- Handle guest complaints or concerns, resolving them promptly and effectively.

- Maintain security by following procedures and controlling access to the premises.
- Liaise with other departments to ensure smooth communication and coordination.
- Process incoming and outgoing mail, packages, and deliveries.
- Assist in administrative tasks, such as data entry, filing, and record keeping.
- Stay updated on company policies, procedures, and services to provide accurate information to guests.
- Prepare and present reports related to front desk operations as required.
- Handle cash transactions and maintain a balanced cash drawer.
- Continuously seek opportunities to improve guest satisfaction and streamline processes.

• **Skills and Qualifications:**

1. High school diploma or equivalent (required). Bachelor's degree in Hospitality Management or related field (preferred).
2. Proven experience as a Front Desk Manager or in a similar customer service role.
3. Excellent interpersonal and communication skills.
4. Strong customer service orientation with a positive and friendly attitude.
5. Ability to handle multiple tasks and prioritize effectively in a fast-paced environment.
6. Proficiency in using office software applications, such as MS Office and reservation systems.
7. Attention to detail and accuracy in handling administrative tasks.
8. Ability to remain calm and composed in stressful situations.
9. Problem-solving and decision-making skills.
10. Leadership and team management abilities.
11. Knowledge of hotel or hospitality industry practices and procedures (preferred).
12. Familiarity with security and safety procedures.
13. Professional appearance and demeanor.
14. Flexibility to work in shifts, including evenings, weekends, and holidays.
15. Experience as a fresher is welcomed, and training will be provided.

Important Links

Find the Link in [Apply Now](#) Button

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