



Join Our Exclusive Hospitality Team!

Position: Front Office Manager

Location: The Bellwood Manor, Nuwara Eliya, Sri Lanka

The Bellwood Manor is a premier luxury boutique hotel renowned for its personalized guest experiences, heritage charm, and unparalleled service in the heart of **Nuwara Eliya**. We take pride in crafting unforgettable stays for our discerning guests.

We're seeking a passionate and driven **Front Office Manager** to join our elite team and play a pivotal role in our front office operations. This is more than just a job — it's a career-defining opportunity to be at the forefront of luxury hospitality, gaining experience in all facets of hotel operations.



Why You'll Love This Role:

- ✓ **Multi-Faceted Experience:** From handling guest reservations and personalized guest relations to driving room sales and ensuring smooth front office operations, you'll wear many hats and develop a well-rounded hospitality skill set.
- ✓ **Sales-Driven Environment:** Play a key role in boosting hotel revenue by generating sales and delivering an exceptional guest experience.
- ✓ **Dynamic & Fast-Paced:** No two days will be the same! You'll be immersed in hotel operations that few boutique properties can offer.
- ✓ **Career Growth:** Gain hands-on exposure to hotel management processes often inaccessible at larger hotel chains.

What You'll Be Doing:

- **Reservations & Guest Services:** Manage bookings, respond to inquiries, and ensure every guest has a personalized and seamless experience from arrival to departure.
- **Guest Relations:** Be the face of the hotel, warmly welcoming guests, resolving concerns, and exceeding their expectations.
- **Sales & Revenue:** Proactively drive room sales through exceptional service and creative upselling strategies.
- **Administrative Excellence:** Maintain accurate records, generate reports, and ensure efficient front office operations using Word, Excel, and other property management tools.
- **Collaboration & Leadership:** Work closely with the General Manager and other departments to maintain our hotel's reputation for exceptional service and luxury.

What We're Looking For:

- ✓ **Exceptional Communicator:** Fluent in spoken and written English with strong communication skills.
- ✓ **Tech-Savvy & Detail-Oriented:** Proficiency in Word, Excel, and reservation management systems.
- ✓ **Hospitality Enthusiast:** You're passionate about creating unforgettable guest experiences and exceeding expectations.
- ✓ **Sales-Driven Extrovert:** An energetic and confident team player who thrives in a sales-driven, guest-facing role.
- ✓ **Experience:** Previous front office or reservations experience in luxury hotels is highly preferred.

Perks & Benefits:

- Competitive Salary & Incentive Program
- On-Site Meals & Accommodation
- Opportunity for Career Growth
- A Chance to Work at One of Sri Lanka's Top-Rated Luxury Boutique Hotels

Ready to Elevate Your Hospitality Career?

If you are passionate about hospitality and ready to make a difference at a premier boutique hotel, we'd love to hear from you!

Send your resume to: **careers.bbhh@gmail.com**