



FLOOR MANAGER- JOB DESCRIPTION

JOB OVERVIEW			
JOB TITLE	Floor Manager (Lounge)	TRAVEL FREQUENCIES	According to business needs
DEPARTMENT	Attaché	GRADE	
LOCATION	Diplomatic Quarter, Riyadh	NATURE OF THE JOB	Office Based / Field Based
REPORTS TO	-	JOB TYPE	Full Time Part Time

JOB DETAILS	
GENERAL JOB DESCRIPTION	<p>The role of the Floor Manager (Lounge) encapsulates an embodiment of astute leadership and an unwavering commitment to curating an unparalleled guest experience within our esteemed luxury complex. This pivotal position necessitates an individual with an innate passion for hospitality, adept at orchestrating seamless lounge operations while upholding the highest service standards.</p> <p>We seek a Floor Manager who personifies a fusion of exceptional leadership acumen and an ardent dedication to crafting immersive guest journeys. This individual assumes responsibility for the day-to-day oversight of lounge operations, meticulously attending to detail, nurturing a collaborative team environment, and steadfastly ensuring Attaché's commitment to elevating every guest interaction to extraordinary levels of excellence.</p>



DUTIES & RESPONSIBILITIES	<ul style="list-style-type: none">• Supervise daily lounge operations, ensuring efficient service and exceptional guest experiences.• Lead and support lounge staff, providing guidance, training, and fostering a cohesive team environment.• Monitor inventory levels, coordinate orders, and manage supplies and beverages effectively.• Cultivate positive guest interactions, addressing inquiries promptly, and ensuring overall guest satisfaction.• Uphold health, safety, and sanitation standards, maintaining a clean and secure environment.
EDUCATION & TRAINING	<ul style="list-style-type: none">• Bachelor's degree in Hospitality Management, Business Administration, or a relevant field is preferred.
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none">• 3+ years of progressive experience in a managerial role within a lounge, nightclub, or upscale hospitality setting.• Proven proficiency in staff supervision, inventory control, and upholding service quality.
SKILLS & ABILITIES	<ul style="list-style-type: none">• Strong leadership and interpersonal skills, capable of motivating and guiding a diverse team.• Excellent communication and customer service abilities to engage effectively with guests and staff.• Proficiency in POS systems and inventory management software.• Exceptional multitasking and problem-solving skills in a dynamic environment.
HOURS / SHIFTS	9 Hours (+/- 90 minutes)