

JOB DESCRIPTION

Job Title:	FRONT OFFICE ASSISTANT
Department:	FRONT OFFICE
Reports To:	RDM / FRONT OFFICE MANAGER

JOB DESCRIPTIONS

1. Provides courteous and efficient service and if possible, to comply with each and every guest's request.
2. Must be familiar with the Hotel's policies and ensure policies are adhered to.
3. Greets all guests in a courteous and friendly manner.
4. Be knowledgeable of the IFCA system and maintains the computer discipline at all times.
5. Ensures that the established quality standard and high level of work performance are maintained.
6. Ensures that policies, procedures and rules are clearly understood and followed through.
7. Sells accommodation in such a manner as to maximize revenue and occupancy.
8. Assigns rooms for arriving guests. Special attention is given to repeat guest with special requests.
9. Ensures all guests requests are being complies e.g. room change, special room type and etc.
10. Check in and check out guests according to the procedure.
11. Handles group check in and check out.
12. Handles room keys according to procedure.
13. Take room reservation at the counter or on the telephone.
14. Performs foreign currency exchange and other cashiering functions.
15. Obtains pre-authorization from guest credit card to ensure that guest's credit limit is sufficient to cover for the duration of stay.
16. Work closely with the Housekeeping Department. Informs Housekeeping of early check in or late check outs.
17. Prepares welcome folders and relevant materials for FIT guests and groups before the arrival.
18. Inputs guest preference in the Guest Profile, history database.
19. Prints and follow up on handover from previous shift.
20. Reports to the superior of guest's complaints immediately. However, should handle minor ones so as not to delay the guests at the counter.
21. Provides information of the city/country to the guests.

22. Answers the telephone promptly. Never let the telephone rings more than three rings.
23. Attends meeting and training programs.
24. Ensure that all equipment is in perfect working condition and are used for their specific purpose and not wasted.
25. Prepares arrival report, guest registration cards and welcome folder daily for the following day's arrival.
26. Communicate with colleagues through Front Desk Log Book when necessary.
27. Is totally familiar with all Front Desk (Reception/Cashiering) back up procedures in the event that any Front Office equipment malfunctions.
28. Keeps Front Desk work areas neat and tidy at all times.
29. To perform any other related duties that may be assigned by the superior

Requirement

1. SPM/STPM or Fresh Graduates in Hospitality/Hotel/Tourism diploma or equivalent.
2. Fresh graduates or equivalent. Added advantage with previous experience in customer service, front desk operations, or hospitality industry preferred.
3. Excellent verbal and written communication skills in the local language(s) and often in English.
4. Proficiency in using hotel management software, Microsoft Office, and other relevant computer applications.
5. Strong customer service orientation with the ability to handle various guest inquiries & requests efficiently.
6. Ability to multitask, prioritize tasks, and maintain a high level of organization in a fast-paced environment.
7. Collaborative attitude to work effectively with other hotel co-departments and team members.
8. Ability to resolve guest issues and conflicts effectively while maintaining a positive guest experience.
9. Willingness to work in shifts, including nights, weekends, and holidays, as per hotel requirements.

Acknowledgement

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(Employee Signature)

Name:

Date: