

## **JOB DESCRIPTION**

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

### **JOB DESCRIPTIONS**

1. Provides supervision, direction and leadership to the front Desk, i.e. the reception and the cashiering counter.
2. Must be familiar with the Hotel's policies and ensure that all employees under his supervision adhere to the policies
3. Trains and guides all Front Desk personnel so they may carry out their duties efficiently at all times.
4. Provides courteous and efficient service and, if possible, complies with each and every guest requests.
5. Plans and roster Front Desk personnel accurately to ensure sufficient manpower to provide the highest level of service to guests.
6. Be knowledgeable of the IFCA System and maintains the computer discipline at all times.
7. Guides all Front Office Assistants so they may carry out their duties efficiently at all times.
8. Ensures that the established quality standard and high level of work performance are maintained.
9. Be responsible for the assignment and blocking of rooms for arriving guests particularly VIPs and groups.
10. Ensures all guests requests are being complied e.g. room change, special room type, etc.
11. Coordinate with Housekeeping to ensure that assigned rooms and vacant rooms are clean and available upon guest check in.
12. Liaise with Room Service on the delivery of welcome amenities for guests.
13. Ensures that policies, procedures and rules are clearly understood and followed through.
14. Be responsible for the preparation of all necessary materials for check in (i.e. registration, welcome folder, keys, etc) for VIPs, pre-registered guests and groups before arrival.
15. Ensures that "Traces" report is printed and followed up accordingly.
16. Handles minor guest complaints and reports to Duty Manager when necessary.
17. Ensures there are sufficient stock and controls expenses such as stationary supplies and other relevant expenses incurred by the Front Desk.
18. Ensure that all equipment is in perfect working condition and used for their specific purpose and not wasted.

19. Attends meetings and training programs.
20. Is conversant with Front Desk (Reception/Cashiering) procedures and conduct training of new staff when necessary.
21. Is totally familiar with all Front Desk (Reception/Cashiering) back up procedures in the event that any Front Office equipment malfunctions.
22. Sets up and coordinates room maintenance programs with the departments involved.
23. Communicate with staff via Front Desk Log Book / cc-mail to ensure that important messages have been cascaded downwards.
24. Keeps Front Desk work areas neat at all times.
25. To perform any other related duties that may be assigned by the superior.

## **Requirement**

1. High school diploma or equivalent is required. A degree or diploma in hospitality management, hotel management, or a related field is advantageous but not always mandatory.
2. Previous experience in front office operations, guest services, or a similar role within the hospitality industry is usually required, with at least 1-3 years of relevant experience preferred.
3. Demonstrated leadership and supervisory skills with the ability to train, motivate, and manage a team of front desk agents. Experience in scheduling, performance evaluation, and coaching is beneficial.
4. Excellent verbal and written communication skills in the local language(s) and often in English. Ability to effectively communicate with guests, colleagues, and management.
5. Strong customer service orientation with a proactive approach to handle guest inquiries, resolve complaints, and ensure guest satisfaction.
6. Proficiency in using hotel management software, property management systems (PMS), reservation systems, and other relevant technology for front office operations.
7. Effective problem-solving skills to address operational issues, handle guest concerns, and ensure smooth daily operations at the front desk.
8. Strong attention to detail to ensure accuracy in guest reservations, billing processes, and other front office tasks.
9. Collaborative attitude to work closely with other hotel departments such as housekeeping, maintenance, F&B, and sales to coordinate guest services and resolve guest-related matters.
10. Willingness to work in shifts, including nights, weekends, and public holidays.

## **Acknowledgement**

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(Employee Signature)

Name:

Date:

