



## JOB DESCRIPTION

**POSITION:** Front Office Supervisor

(non exempt)

**IMMEDIATE SUPERVISOR:** General Manager

**JOB SUMMARY:** Responsible to General Manager for the efficient and effective operation of the Front Office Department of the hotel. Guides and directs line staff to achieve established goals and objectives. Ensures total guest satisfaction through employee training, motivation and supervision.

### ESSENTIAL DUTIES:

- Coordinates, directs and delegates the work of all Front Desk staff.
- Schedules and supervises the front office staff.
- Trains new employees as appropriate.
- Coaches and counsels employees as appropriate.
- Makes recommendations for disciplinary action of employees as appropriate.
- Maintains good working relationships and communications with all departments
- Verifies accurate room status information is maintained and properly communicated.
- Resolves guest complaints and problems quickly, efficiently and courteously.
- Updates, maintains, monitors and prepares group information and requirements, including relaying the appropriate information to relevant departments.
- Reviews and completes credit limit report.
- Schedules according to hotel and department forecast.
- Checks cashiers in and out, verifies banks and deposits at the end of each shift.
- Enforces all cash-handling and credit policies.
- Conducts regular meeting with all personnel in the Front Office department, including communicating relevant information on the hotel's direction and allowing employee feedback to management.
- Motivate front office employees and provide excellent customer service.
- Helps Develop standards of service and job performance for Front Desk department.

### OTHER DUTIES & RESPONSIBILITIES:

- Facilitates the ordering of front desk supplies.
- Completes any other duties as assigned by your supervisor, Director of Operations and/or Director of Sales & Marketing.
- Ensures all Front Office staff has proper uniform(s), wears them properly, and follows uniform regulations.
- Helps Develop and implement a formal training programs and checklists for all employees.

Initials / Date \_\_\_\_\_ / \_\_\_\_\_

**QUALIFICATIONS & REQUIREMENTS:**

- Associate or Bachelor degree preferred.
- Minimum of one-year hotel front-desk experience, experience handling cash, accounting procedures and general administrative tasks.
- Previous hotel experience preferred.
- Light work – Standing continuously, walking occasionally for entire work shift.
- Exerting up to 10 pounds of force occasionally, and/or negligible amount of force frequently or constantly to reach, lift, carry, push, pull, or otherwise move objects.
- Frequent use of computer keyboard (fingering) and computer mouse.
- Long hours sometimes required.
- Must be able to demonstrate predictable, reliable and timely attendance.
- Must be able to follow written and verbal directions, and complete assigned tasks on schedule.
- Must be able to learn from directions, observations and errors, and apply procedures using good judgment.
- Must be able to work independently or as part of a team, including ability to interact appropriately with others.
- Must be able to work with supervision, receiving instructions/feedback, coaching/counseling and/or discipline.
- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select quickly and accurately among alternative courses of action.
- Must work well in stressful, high-pressure situations.
- Must be effective at listening to, understanding, and clarifying issues raised by coworkers and guests.
- Must be effective in anticipating, preventing, identifying and solving problems as necessary.
- Must be able to understand financial/statistical data, and work with it using basic arithmetic functions.
- Must be a positive role model for other staff members.

**DRESS CODE:** A professional appearance required. A nametag is required at all times.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED AND/OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date