

JOB DESCRIPTION

POSITION: Front Desk Manager

REPORTS TO: Assistant General Manager

JOB PURPOSE: To efficiently manage the front desk operation with minimal costs and maximum profitability through proficient management of staff, internal controls, administration of company policies and procedures, and excellent guest service.

JOB SUMMARY: Responsible for all duties of the front desk operation which includes: staff training, inter-department communications, and staff scheduling. The Front Office Manager usually works a regularly scheduled front desk shift and must be available to work any shift as needed. The Front Office Manager should possess strong communication skills and demonstrate excellent leadership abilities.

DUTIES:

- Willingness to accept the most effective role.
 - Responsible for being the hub of communication for the hotel as well as being at the forefront of guest services.
 - Supervise and train all Front Desk staff to ensure that the best guest experience is provided.
 - Maintain optimum staffing levels at all times.
 - Review Front Desk Logbook and daily Manager's reports to monitor/react to all hotel activities.
 - Act as property MOD in absence of Senior Management.
 - Always conduct yourself and your position with concern for the environment and its resources. Where practical and possible, REDUCE use of items, RE-USE whenever possible, and RECYCLE those items that can be.
 - Must respond to voice mail messages within four business hours, and outgoing voice mail greeting must state that calls will be returned within four business hours.

QUALIFICATIONS:

- Superior supervision skills.
- Considerable knowledge of hotel management principles and practices.
- Ability to multitask.
- Keen decision making and time-management skills.
- Ability to handle customer complaints and queries in a pleasant and level-headed manner.
- Are self motivated and able to motivate a team.
- Be Structured and disciplined.

PHYSICAL REQUIREMENTS:

- Lift up to thirty (30) pounds, unassisted
- Bending, pushing, stretching, excessive standing

I have received and understand the job description of the Front Office Manager.

Name _____ Date _____
Signature

Name _____
Print name