

# JOB DESCRIPTION

**DEPARTMENT:** Front Desk

**POSITION:** Supervisor

**JOB OVERVIEW:**

Responsible for the management of all aspects of the Front Desk functions, in accordance with hotel standards. Directs, implements and maintains a service and management philosophy which serves as a guide to respective staff.

**REPORTS TO:** Front Desk Manager.

**SUPERVISES:** Front Desk Agents, Bell/Door staff, PBX staff, Reservations staff and Concierge staff.

**WORK ENVIRONMENT:**

Front Desk and Back Office Areas, Guest Rooms and Public Areas.

Job involves working:

- under variable temperature conditions (or extreme heat or cold).
- under variable noise levels.
- outdoors/indoors.
- around fumes and/or odor hazards.
- around dust and/or mite hazards.
- around chemicals.

**KEY RELATIONSHIPS:**

**Internal:** Staff in Front Desk, Bell/Door, Transportation, Concierge, Reservations, Front Desk Management, Hotel Assistant Managers, Catering & Sales, Food and Beverage, Accounting, Housekeeping, Executive Offices, Security and Engineering.

**External:** Hotel guests/visitors, Tour company representatives, Limousine service personnel, other hotels and vendors/suppliers.

**QUALIFICATIONS**

**Essential:**

1. High school graduate or equivalent vocational training certificate, some college.
2. Previous experience in cashiering.
3. \_\_ years experience as a Front Desk Supervisor, preferably a \_\_ style hotel.
4. Fluency in English both verbal and non-verbal.
5. Compute basic arithmetic.
6. Familiarity with yield management and cost controls.
7. Ability to:
  - perform job functions with attention to detail, speed and accuracy.
  - prioritize and organize.
  - be a clear thinker, remaining calm and resolving problems using good judgement.
  - follow directions thoroughly.
  - understand guest's service needs.
  - work cohesively with co-workers as part of a team.
  - work with minimal supervision.
  - maintain confidentiality of guest information and pertinent hotel data.
  - ascertain departmental training needs and provide such training.
  - direct performance of staff and follow up with corrections when needed.



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8. Input and access information in the property management system/computers/point of sales sysytem.



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Desirable:

1. College degree.
2. Fluency in a second language, preferably \_\_\_\_\_.
3. Certification in CPR.
4. Previous supervisory experience.
5. Ability to suggestively sell.
6. Previous guest relations training.

### PHYSICAL ABILITIES

Essential:

1. Exert physical effort in transporting \_\_\_\_\_ (\_\_\_\_\_pounds) to \_\_\_\_\_.
2. Endure various physical movements throughout the work areas.
3. Reach \_\_\_\_\_ inches/feet.
4. Remain in stationary position for \_\_\_\_\_ minutes/hours throughout work shift.
5. Satisfactorily communicate with guests, management and co-workers to their understanding.

Desirable:

### ESSENTIAL JOB FUNCTIONS

1. Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
2. Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
3. Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
4. Maintain positive guest relations at all times.
5. Resolve guest complaints, ensuring guest satisfaction.
6. Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
7. Maintain complete knowledge at all times of:
  - a) all hotel features/services, hours of operation.
  - b) all room types, numbers, layout, decor, appointments and location.
  - c) all room rates, special packages and promotions.
  - d) daily house count and expected arrivals/departures.
  - e) room availability status for any given day.
  - f) scheduled in-house group activities, locations and times.
  - g) all hotel and departmental policies and procedures.
8. Access all functions of the computer system.
9. Answer department telephone within \_\_\_\_\_ rings, using correct greeting and telephone etiquette.
10. Establish par levels for supplies and equipment. Complete requisitions to replenish shortages or additional items needed for the anticipated business.
11. Ensure that current information on rates, packages and promotions is available at the Front Desk and that all staff are knowledgeable on such.
12. Review the daily business levels, anticipate critical situations and plan effective solutions to best expedite these situations.
13. Monitor revenues derived from telephone, garage and sundries. Track actuals against budget.
14. Monitor expenses (telephone, cost of sales, supplies, T/A commissions and labor). Track actuals



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- against budget.
15. Prepare and adjust weekly work schedules in accordance with staffing guidelines and labor forecasts.
  16. Ensure that staff report to work as scheduled. Document any late or absent employees.
  17. Coordinate breaks for staff.
  18. Assign work duties to staff.
  19. Conduct pre-shift meeting with staff and review all information pertinent to the day's business.
  20. Inspect grooming and attire of staff; rectify any deficiencies.
  21. Inspect, plan and ensure that all materials and equipment are in complete readiness for service; rectify deficiencies with respective personnel.
  22. Constantly monitor staff performance in all phases of service and job functions.; rectify any deficiencies with respective personnel to include Front Desk staff, Bell/Door staff, PBX staff, Reservations staff and Concierge staff.
  23. Monitor the hotel front entrance and resolve any congested situations.
  24. Monitor the check-in/check-out process; anticipate critical situations and assist wherever necessary to help alleviate the pressure and to process the guest expediently.
  25. Monitor communication logs and ensure that guest requests are followed up within \_\_\_ minutes.
  26. Monitor safe deposit box procedures; audit accuracy of cards with proper signatures and ensure availability of keys.
  28. Monitor guest mail and ensure that it is processed according to procedures.
  29. Monitor and ensure that express check-outs are processed through the system.
  30. Monitor the staffs' interaction with guests, ensuring prompt and courteous service; resolve discrepancies with respective personnel.
  31. Assist staff with their job functions to ensure optimum service to guests.
  32. Observe guest reactions and confer frequently with staff to ensure guest satisfaction.
  33. Assist guests with reports of lost/stolen articles, following hotel policy.
  34. Adhere to hotel requirements for guest/employee accidents or injuries and in emergency situations.
  35. Contact newly registered guests \_\_\_ minutes after check-in to establish guest satisfaction; resolve any dissatisfaction immediately. Document each call according to procedures.
  36. Ensure security of guest room access.
  37. Monitor and ensure that all cashiering procedures comply with Accounting policies and standards:
    - a) Contracted banks
    - b) Shortages/overages
    - c) Late charges
    - d) Petty cash/paid outs
    - e) Adjustments
    - f) Posting charges
    - g) Making change for guests
    - h) Cashing personal/travelers checks
    - i) Payment methods/processing
    - j) Settling accounts
    - k) Closing reports
    - l) Cashier reports
    - m) Balancing receipts
    - n) Dropping receipts
    - o) Securing banks
  38. Review previous night's no-shows, verify and ensure billing of such.
  39. Assist Accounting in researching all disputed charges and contact guests where required to explain disputes regarding Front Desk procedures.
  40. Assist staff with expediting problem payments.
  41. Anticipate sold-out situations and know how many rooms are overbooked. Handle overbooked or



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“walked” guests.



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42. Audit surrounding area hotels daily for status of rooms, rates, discount rates and packages. Maintain current list of available locations for walk situations.
43. Anticipate low occupancy periods and coordinate blocking of rooms with Executive Housekeeper to maximize labor costs, deep cleaning and maintenance of rooms.
44. Review the arrival report for accuracy and completeness. Check printed registration cards against information on arrival report; rectify any deficiencies with respective personnel.
45. Ensure that all VIPs are pre-registered according to standards. Monitor VIP arrivals; greet and escort them to their room.
46. Work closely with Housekeeping management to ensure accurate status of each room, readiness of rooms for check-in and to report guest concerns.
47. Print special requests report and block according to specifications.
48. Balance room types daily .
49. Print credit check report and review status of each account. Follow up on accounts beyond approved credit limits.
50. Review resumes for arriving groups; organize and coordinate master accounts and check-in/ pre-registration procedures.
51. Print and review masters for departed groups; check accuracy and distribute to Accounting.
52. Review flag reports and follow up accordingly.
53. Coordinate delivery time of amenities with Room Service, ensuring timely delivery.
54. Review requests for late check-outs and approve according to occupancy. Communicate this information to Housekeeping.
55. Review limousine request forms and chart information on booking calendar. Ensure that all pick-ups have room reservations and that all departures are still in-house; reconfirm departure times with in-house guests.
56. Review all out-of-order rooms daily with respective departments to determine most current status and estimated date for return to room inventory.
57. Print report on discrepant rooms, research discrepancies and enter current status accordingly.
58. Complete an inspection of all guest room floors, public areas and restrooms daily and rectify deficiencies with respective departments.
59. Complete bucket check nightly.
60. Ensure that designated hotel entrances are locked at specified times.
61. Maintain awareness of undesirable persons on hotel premises and escort off property. Contact Security where necessary.
62. Ensure all closing duties for staff are completed before staff sign out.
63. Conduct a # week formal training program on the required job functions with criterion expected and department orientation with new hires. Conduct ongoing training with existing staff.
64. Provide feedback to staff on their performance. Handle disciplinary problems and counsel employees.
65. Foster and promote a cooperative working climate, maximizing productivity and employee morale.
66. Prepare and submit daily/weekly payroll records.
67. Complete work orders for maintenance repairs and submit to Engineering. Contact Engineering directly for urgent repairs.
68. Document pertinent information in department log book.
69. Complete all paperwork and closing duties.
70. Review status of assignments and any follow-up action with on-coming Supervisor.



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### **SECONDARY JOB FUNCTIONS**

1. Complete and direct scheduled inventories.
2. Prepare weekly forecast of revenues and labor costs.
3. Conduct monthly departmental meetings.
4. Attend designated meetings.
5. Interview Front Desk applicants.
6. Complete departmental filing.
7. Escort employees to the cashier room and their vehicles during specified hours.
8. Provide guest room tours.
9. Assist the Front Desk Manager with preparation of annual forecasts and rooms budget.
10. Assist in strategizing control of room inventory to maximize revenues.
11. Follow up on assignments given by Front Desk Manager.

### **STANDARD SPECIFICATIONS**

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.



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