



Front Office Manager 1

Job summary

The [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) manages Front Office Operations to ensure profitability, control costs, and quality standards to ensure total guest satisfaction. Oversees room reservations, front office systems, supplies inventory, scheduling, forecasting, and department budget to maximize revenue. Compiles and prepares financial reports, including rate and availability calendar. Interviews, trains, supervises, counsels, schedules, and evaluates staff. Provide leadership and guidance to Front Office staff, ensuring consistent quality service is provided.

Responsibilities

Encourages a team spirit amongst staff members with leadership and guidance.

Communicates effectively both verbally and in writing to provide clear direction to staff. Assigns and instructs guest service, front office, reservations, and front desk agents in the details of work. Observes performance and encourage improvement.

Uses creative management skills to solve problems. Ensures compliance with Hotel standards to ensure consistent, high-quality guest relations.

Manages desk through times of stress, and emergencies resolve guest concerns, and implements resolutions using discretion and judgment.

Greets customers immediately with a friendly and sincere welcome, uses a positive and clear speaking voice, and listens to and understands requests, issues, and situations from both guests and team members.

Handles guest relocation as required.

Prepares daily forecast of expected arrivals and departures.

Other duties as assigned.

Requirements

Basic mathematical comprehension to understand and interpret numbers as they apply to operations in hotels.

Ability to read, write, speak, and understand the English language to communicate effectively with guests and employees.

Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact, and diplomacy to defuse anger, collect accurate information, and resolve conflicts.

Ability to analyze information and make effective judgments.

Ability to access and accurately input information using a moderately complex computer system.

Must be at least 21 years of age.

High School Diploma or GED.



Four-year college degree preferred.

One-year previous management experience in either retail, hospitality, customer service, or a similar field preferred

Previous hotel experience a plus

Valid driver's license required

Some travel is required.

Front Office Manager 2

Job summary

The [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) is responsible for managing and organizing all areas of the Front Office, including the Front Desk, Bell Stand, Concierge, AYS/PBX, Valet Parking, Transportation Department, and Concierge/Executive Lounge. Continually strive to improve guest and associate engagement while maximizing financial performance and continuous development of staff associates.

Responsibilities

Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision-making; demonstrates honesty/integrity; leads by example.

Ensures Front Office staff perform all brand-required standards and can pass a brand standards audit.

Encourages and builds mutual trust, respect, and cooperation among team members.

Serves as a role model to demonstrate appropriate behaviors.

Supervises and manages employees. Manages all day-to-day operations. Understands employee positions well enough to perform duties in employees' absence.

Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team.

Ensures recognition of employees is taking place across areas of responsibility.

Communicates performance expectations by job descriptions for each position and monitors progress.

Celebrates successes and publicly recognizes the contributions of team members.

Achieves and exceeds goals including performance goals, budget goals, team goals, etc.

Manages day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers daily.

Keeps the Front Office team focused on the critical components of operations to drive guest satisfaction and the desired financial results.

Conducts department meetings and continually communicates a clear and consistent message regarding the Front Office goals to produce desired results.

Reviews staffing levels to ensure that guest service, operational needs, and financial objectives are met.

Analyzes and critiques wage reporting.



Understands the impact of Front Office operations on the Rooms area and overall property financial goals.

Requirements

Extensive knowledge of Front Office operational procedures

Ability to select and develop talent

Effective decision making skills

Strong problem-solving skills

Financial management skills e.g., ability to analyze P&L statements, develop operating budgets, forecasting, and capital expenditure planning

Ability to acquire and maintain relationships e.g. associates, customers, vendors

Ability to effectively manage labor productivity

Strong communication skills (verbal, listening, writing)

Resourcefulness

Passion for guests and associates

Inspires followership

College degree required (minimum of a 2-year degree)

Experience in similar leadership role required

Lift, carry or otherwise move up to 10 lbs. regularly

Lift, carry or otherwise move up to 50 lbs. occasionally with assistance

Follow proper moving and lifting procedures identified in Departmental Orientation Handbook

Regularly required to stand; sit; walk; reach; use hands to finger, handle or feel; talk and hear

Front Office Manager 3

Job summary

As a [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) you would be responsible for executing your position's responsibilities in alignment with our Spirit of Service culture and driving company success through performing the following tasks to the highest standards.

Responsibilities

Assists the owners/guests with any complaints or disputes.

Relieves front desk staff when vital.

Assists Director of Front Office with personnel functions – including, but not limited to, property walks, performance management, counseling, scheduling, training, brand standard compliance, and recognition.

Ensures that all VIP rooms are inspected before arrival and will greet and escort VIPs to the room.



Provides outstanding hospitality to all guests of the resort, ensuring the needs of all customers are met and accurate standards of conduct and efficiency are followed at all times.

Coordinates the maintenance weeks with Housekeeping, Engineering, and Front Office.

Responsible for supervising and leading room inventory and room status in booking systems to ensure that it is timely and accurately updated throughout the day.

Performs daily inspections of all public areas and coordinates the timely response to any substandard area to the appropriate department.

Carries out any reasonable request by management which the employee is capable of performing.

Requirements

High School Diploma and/or Equivalent

At least 2 years of related experience

2+ years of Supervisory experience

Ability to multi-task and provide outstanding customer service

Associate Degree/College Diploma

3+ years of similar experience

4+ years of managerial experience

Prior Voice experience preferred

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Job summary

The [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) coordinates the front office activities of the hotel and provides support to General Manager by performing the following duties.

Responsibilities

Performs functions of Guest Service Agent as scheduled by Management

Provides training, including safety training, to front office staff as directed by Management

Assists in the selection of Guest Service Agents

Assists in scheduling front desk personnel within budget guidelines to assure adequate staffing

Maintains accurate records including cash flow sheet, direct bill accounts, credit card payments, registration cards, and reservation cards

Corresponds with group and travel agents to answer special requests for rooms and rates

Assists with sales and marketing efforts as directed



Assigns duties to Guest Service Agents and observes performance to ensure adherence to franchise standards, hotel policies, and established operating procedures

Answers inquiries about hotel policies and services

Performs functions of General Manager in their absence

Assists General Manager in conducting staff meetings

All other duties as assigned

Requirements

One-year certificate from college or technical school; or 6 months to 1-year related experience and/or training; or equivalent combination of education and experience.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Ability to write routine reports and correspondence.

Ability to speak effectively before groups of customers or employees of an organization.

Ability to calculate figures and amounts such as discounts, interest, and percentages.

Ability to deal with problems involving several concrete variables in standardized situations.

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Job summary

The [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) manages hotel front office operations by establishing guest service and sustainability standards.

Responsibilities

Interview, select, train, schedule, coach, and support associates, ensuring they perform by an established brand or hotel standards and consistent with Hotel core values.

Be aware of guest satisfaction scores and work toward increasing departmental and overall guest satisfaction.

Monitor all front office financial operations and ensure front office compliance with accounting controls and procedures.

Develop, implement and monitor daily, weekly, monthly, and annual department-wide budgets and forecasts. Review, submit for approval, and order capital budget items as required.

Supervise all guest services department managers.

Review correspondence from guests and incident logs and direct staff according to information obtained.

Oversee all vendor and personnel contracts throughout the hotel.

Monitor occupancy of guest room space to ensure the most efficient use and minimize overbooking.



Create specific, measurable, achievable, realistic, and timely action plans to remedy guest service deficiencies.

Requirements

Associate's or Bachelor's degree preferred.

2 to 5 years of hospitality-related experience.

Work schedule varies and may include working on holidays and weekends.

Requires standing for extended periods, walking, pushing, lifting to 25 pounds, bending and reaching, stooping, kneeling, or crouching.

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Job summary

This [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) will be responsible for the delivery of superior customer service to our guests throughout their engagement with our company. This position sets the standard for our excellence.

The ideal candidate is a confident leader who enjoys working with the public in a fun workplace and can adapt to whatever the day might bring. A positive attitude and determination to exceed customer expectations are foundational to this position. We have a wonderful team for you to work with that shares the common goals of creating lifetime memories for the guests and a fun and positive work environment.

Responsibilities

Ensure guest delight

Make reservations for guests and owners

Coordinate listings with OTA's, channel managers, and other distribution vendors

Act as the Manager on Duty as necessary

Resolve guest concerns

Dispatch work orders and guest requests

Mentor and provide leadership and supervision to a small team of associates.

Give presentations at owner social functions.

Requirements

Minimum of 3 years of supervisory experience

Minimum of 5 years in hospitality or customer service, hotel, vacation rental, or vacation ownership experience are a big plus

Skilled in the use of Microsoft Office Suite including Outlook, Word, Teams, and Excel



Front Office Manager 7

Job summary

The [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) supervises the Front Desk, Reservations, Bell Desk, and Guest Services to ensure the highest standard of courteous service is met.

Responsibilities

- Directs and supervises the operational activities of the hotel's front office within the hotel
- Communicate effectively, both verbally and in writing to provide clear direction in assigning, training, and instructing front office staff in details of work.
- Review VIP reservations, amenity orders, and resumes for incoming and in-house guests
- Update the computer system by inputting inventory and non-inventory groups
- Control the Suite book to ensure suites and special blocks are handled correctly
- Communicate with other departments to ensure proper handling of guests and groups
- Maintain contact with property Reservations Service at all times regarding special requests, etc.,
- Perform Front Desk supervisor duties, such as handling guest complaints
- Handle cash, make a change and balance an assigned house bank
- Accept and record vouchers, traveler's checks, and other forms of payment

Requirements

- The individual must possess the following knowledge, skills, and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.
- Ability to effectively deal with guests, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and collect accurate information and resolve conflicts
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error
- Ability to listen effectively and to speak English clearly to communicate with customers and employees and prepare written complex reports of room availability and revenues generated
- Hearing and visual ability to observe and detect signs of emergencies and to access and accurately input information using a moderately complex computer system
- Ability to analyze information and make effective judgments



Front Office Manager 8

Job summary

The [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) is responsible for all front office functions and staff. As a department head, directs and works with managers and employees to successfully execute all front office operations, including guest arrival and departure procedures. Strives to continually improve guest and employee satisfaction and maximize the financial performance of the department.

Responsibilities

Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision-making; demonstrates honesty/integrity; leads by example.

Encourages and builds mutual trust, respect, and cooperation among team members.

Serves as a role model to demonstrate appropriate behaviors.

Supervises and manages employees. Manages all day-to-day operations. Understands employee positions well enough to perform duties in employees' absence.

Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team.

Ensures recognition of employees is taking place across areas of responsibility.

Communicates performance expectations by job descriptions for each position and monitors progress.

Celebrates successes and publicly recognizes the contributions of team members.

Maintaining Guest Services and Front Desk Goals

Requirements

High school diploma or GED; 4 years experience in guest services, front desk, or related professional area.

2-year degree from an accredited university in Hotel and Restaurant Management, Hospitality, Business Administration, or related major; 2 years experience in the guest services, front desk, or related professional area.

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Job summary

The [Front Office Manager](https://100hires.com/front-office-manager-job-description.html) is responsible for the leadership of the front desk, guest services, and telecommunications and maintains a high quality of services offered to guests while maximizing profitability.



Responsibilities

Manage day-to-day operations and assignments of the front office and guest services staff; schedule, plan, and assign work.

Communicate and enforce policies and procedures.

Interview and hire new personnel according to Hotel policies and standards.

Recommend and/or initiate disciplinary, or other staffing/human resources-related actions by Company rules and policies.

Ensure all staff is properly trained on systems, security and cash handling procedures, and service standards and have the tools and equipment needed to carry out their job functions effectively.

Monitor the performance of staff and ensure all procedures are completed to the department standards; rectify deficiencies with respective personnel.

Prepare and administer timely Performance Evaluations according to hotel standards.

Prepare weekly work schedules by staffing guidelines and labor forecasts.

Prepare daily/weekly payroll reports.

Plan and conduct monthly departmental meetings and Daily Shift Meetings (DSM).

Requirements

College degree

3-5 years experience in a similar position in an upscale Convention Hotel

Ability to communicate in English both verbally and in writing

Previous guest relations training and experience

Valid Driver's License

Ability to transport up to 40 pounds to and from the work area

Ability to move freely within the Front office areas

Ability to stand and sit for prolonged periods of time

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Job summary

We are looking for a Front Office Manager.

Responsibilities

Interview, hire, train, recommend performance evaluations, resolve problems, provide open communication, and



recommend discipline and/or termination when appropriate.

Respond to guests' special requests, needs, problems, issues, and concerns and accommodate groups to ensure optimal levels of guest satisfaction and repeat business.

Implement company programs and supervise the daily operations of the Front Desk to comply with SOPS and LSOPs, maximize revenues, and motivate associates to ensure an optimal level of quality service and hospitality are provided to the hotel customers.

Remain calm and alert, especially during emergencies and/or heavy hotel activity, serving as a role model for clerks and other employees. Resolve customer complications and complaints by conducting thorough research on the situation and determining the most effective solutions. Make decisions and take action based on previous experience and good judgment, sometimes revising approaches to accommodate unusual situations. Authorize revenue allowances to remedy problems only after other alternative solutions have been offered.

Comply with attendance rules and be available to work regularly.

Perform any other job related duties as assigned.

Requirements

Hilton experience is strongly preferred, 1-2 years previous hotel front desk supervisor/manager experience strongly preferred.

Must be available to work a flexible schedule to include nights, holidays, and weekends.

Must have the ability to communicate in English.

Self-starting personality with an even disposition.

Maintain a professional appearance and manner at all times.

Can communicate well with guests.

Must be willing to "pitch in" and help co-workers with their job duties and be a team player.

Climbing, reading, standing, walking, and routinely lifting 25 lbs to 50 lbs.

Must be able to receive instructions and communicate the progress of work assignments.