

Front Office

Role and Task Descriptions

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Human Resources



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Year 1: Receptionist

The hotel receptionist is crucial in creating a positive first impression for guests and ensuring efficient front desk operations. The roles and tasks include:

1. Guest Services:
 - a. Provide a warm and welcoming reception to guests arriving at the hotel.
 - b. Assist guests with check-in, check-out and inquiries in a courteous and professional manner.
2. Front Desk Operations:
 - a. Manage the property management system ensuring accuracy and efficiency in booking processes.
 - b. Handle room assignments and special requests from guests.
3. Communication Hub:
 - a. Act as the primary point of contact for guests, providing information about hotel services, facilities and local attractions.
 - b. Communicate effectively with other hotel departments to fulfil guest requests.
4. Telephone and Email Handling:
 - a. Answer phone calls and respond to emails promptly and professionally.
 - b. Take reservations and provide information on room availability.
5. Cash Handling:
 - a. Process guest payments, issue room keys, and manage cash and automated transactions accurately.
 - b. Provide receipts and maintain a secure and organized cash drawer.
6. Guest Relations:
 - a. Address guest concerns and complaints with empathy and efficiency.
 - b. Anticipate and fulfil guest needs to enhance their overall experience.
7. Security and Safety:
 - a. Monitor and ensure security and safety of guests, following hotel protocols.
 - b. Take appropriate action in emergency situations.
8. Administrative Tasks:
 - a. Maintain accurate and organised guest records, including personal information and special requests.

- b. Generate reports and complete administrative tasks as assigned.
- 9. Collaboration with Team:
 - a. Works closely with other front office staff to ensure seamless operations.
 - b. Collaborate with housekeeping and maintenance departments to address guest needs.
- 10. Problem Resolution:
 - a. Handle guest issues and complaints with a proactive and solution-oriented approach.
 - b. Complex with management to resolve complex problems.

Top characteristics for this role:

- Excellent communication and interpersonal skills
- Knowledge of property management systems and reservations processes.
- Ability to multitask and handle stressful situations with composure
- Familiarity with local attractions and services.

Related Learning Outcomes:

- Provides creative solutions that add value to the hospitality industry and its environment (LO5)
- Acts as a leader who can adapt to situations and circumstances to guide, manage, and lead teams effectively (LO6)
- Develops and shares a sustainable mind-set to have a positive impact on tomorrow's world (LO7)
- Understands own norms and values to reflect on ethical behaviour as a professional (LO9)

Year 2: Front Office Supervisor

The Front Office Supervisor is a key position with a hotel, responsible for overseeing the day-to-day operations of the front desk and ensuring a smooth check-in and check-out process. This supervisor is responsible in ensuring the efficient and guest-centric operations of the front desk contributing to the overall success of the hotel. The roles and tasks include:

1. Guest Service:
 - a. Provide excellent customer service to guest during the check-in, check-out and throughout their stay.
 - b. Address guest inquiries and concerns, ensuring prompt resolution.
2. Front Desk Operations:
 - a. Supervise daily front desk activities, including managing reservations, handling guest requests and maintaining a welcoming atmosphere.
 - b. Assist with the coordination of room assignments and special requests.
3. Staff supervision:
 - a. Oversee the work of the front desk staff, including receptionists and concierge personnel.
 - b. Provide guidance, training and support to ensure a high standard of service.
4. Shift Coordination:
 - a. Coordinate front office staff schedules and manage shift transitions
 - b. Ensure proper staffing levels to meet operational requirements.
5. Quality Control:
 - a. Conduct regular inspections of front office areas to ensure cleanliness, organisation and adherence to quality standards.
 - b. Implement measures to enhance the overall guest experience.
6. Reservation Management:
 - a. Assist in managing room reservations, ensuring accuracy and efficiency.
 - b. Coordinate with housekeeping and other departments to optimize room availability.
7. Training and Development:

- a. Conduct training sessions for new front office staff on hotel policies, procedures and customer service standards.
 - b. Support ongoing training to enhance staff skills and knowledge.
8. Guest Relations:
 - a. Foster positive relationships with guests and address their needs promptly.
 - b. Implement guests recognition programs to enhance guest satisfaction and loyalty.
9. Reporting and Documentation:
 - a. Maintain accurate records of guest interactions, requests and service issues.
 - b. Generate reports on front desks activities and performance as required.
10. Problem Resolution:
 - a. Handle guest complaints and issues with professionalism and efficiency.
 - b. Collaborate with other hotel departments to resolve complex problems.

Top characteristics for this role:

- Strong interpersonal and communication skills
- Knowledge of property management systems and reservations processes.
- Ability to handle stressful situations and resolve conflicts
- Familiarity with customer service best practices.

Related Learning Outcomes:

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating new solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

Year 3: Front Office Manager

The Front Office Manager is a key position in a hotel, responsible for overseeing the front desk operations and ensuring a seamless guest experience. The Front Office Manager is instrumental in creating a positive first impression for guests and ensuring the smooth operation of the hotel's front desk. The roles and tasks include:

1. Guest Services:
 - a. Ensure a high level of customer service and guest satisfaction.
 - b. Address guest concerns and inquiries in a professional and efficient manner.
2. Front Desk Operations:
 - a. Oversee the daily operations of the front desk including check-in, check-out and reservations.
 - b. Monitor and manage room inventory to optimize occupancy.
3. Staff Management:
 - a. Recruit, train and supervise front office staff.
 - b. Schedule and manage staff assignments to ensure adequate coverage.
4. Communication Hub:
 - a. Serve as the main point of contact between guests and other hotel departments
 - b. Foster effective communication between the front office and other hotel staff.
5. Quality Control:
 - a. Conduct regular inspections of front office areas to ensure cleanliness and organization.
 - b. Implement and uphold quality standards for guest services.
6. Guest Relations:
 - a. Develop and maintain relationships with repeat guests and VIPs.
 - b. Implement guest recognition programs to enhance guest loyalty.
7. Training and Development:
 - a. Provide training for front office staff on customer service, hotel policies, and procedures.
 - b. Foster a culture of learning and improvement.
8. Security and Safety:
 - a. Collaborate with the security team, to ensure safety and security of guests.
 - b. Implement and enforce security and safety protocols.

9. Revenue Management:
 - a. Monitor and analyse room rates and occupancy levels to maximise revenue.
 - b. Implement pricing strategies to achieve financial goals.
10. Rooms Reservations:
 - a. Coordinate room reservations and ensure accurate and timely processing.
 - b. Implement and manage reservation systems to optimize room availability.

Top characteristics for this role:

- Strong leadership and interpersonal skills
- Knowledge of property management systems and reservations processes
- Excellent problem-solving skills and decision-making skills
- Familiarity with hotel industry trends and customer preferences.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

