

JOB DESCRIPTION

JOB TITLE:	Front Office Supervisor
NAME OF JOBHOLDER:	
REPORTS TO (TITLE):	Front Office Manager
OFFICE/HO DEPT:	Hilton Garden Inn Front Office
DATE:	September 2019
SHIFT PATTERN:	40 HOURS - 5 OUT OF 7 DAYS (INCL WEEKENDS) HOURS AS REQUIRED USUALLY SHIFTS OF 7AM-15.00PM OR 15.00PM – 23.00PM

1. MAIN PURPOSE OF JOB

(one statement explaining the job's overall objective)

Support the Front Office Manager to ensure that the Front Office team are prepared and well-informed to deliver the Guests an exceptional experience from check-in through to check-out. Act as Duty Manager in the absence of Hotel Senior Management.

2. JOB SPECIFIC TASKS

(the major end results the job is expected to achieve)

- Assist the Front Office Manager with the Front Office operations to include but not limited to:
 - guest service and registration (check-in & check-out)
 - room inventory and availability
 - guest service standards and initiatives
 - product quality
 - marketing initiatives
 - systems use and management
 - department management
 - policy and procedure implementation and enforcement
 - meeting participation and facilitation
- Seek guest feedback and evaluate and address issues and make improvements accordingly
- Ensure compliance with company Brand standards
- Meet and greet guests and respond to guest enquiries, requests or issues in a friendly, efficient and timely manner
- Maximise room occupancy at best rates and use up-selling techniques to promote hotel services and facilities
- Ensure all team members have current knowledge of hotel products, services, facilities, events, pricing and policies and also knowledge of the local area and events
- Complete audit procedures as required
- Assist with the recruitment and training of new team members
- Monitor all CCTV, FLS panels for the hotel & stadium and liaise with on-site Security, Fire Team, Emergency Services

- Deal with any car parking issues and barriers
- Be a Champion for upselling and lead Hilton Honors enrolments
- Successfully resolve guest complaints in accordance with compensation guidelines

3. KNOWLEDGE/EXPERIENCE/SKILLS NEEDED

(the expertise needed to perform the job to the required standard)

- Previous experience of supervising a Front Office team within a 4 star branded hotel
- Knowledge of hotel property management systems
- Previous experience of Front Office Management Systems
- Good organization and administration skills
- High level of IT skill
- Ability to work under pressure
- Commitment to delivering a high level of customer service
- Positive attitude and exceptional communication skills
- Accountable and resilient
- Ability to manage and motivate a team
- Confident telephone manner
- Excellent grooming standards

AGREED AND SIGNED BY:

JOBHOLDER:

MANAGER:

DATE:

DATE TO BE REVIEWED: