

Job Description

Job Title: Front Office Senior Supervisor

Name of Jobholder:

Reports to (title): Deputy Hotel Manager

Department: Hilton Garden Inn Front Office

Date: March 2020

Main Purpose of the Job

(one statement explaining overall objective for the role)

Support the Deputy Hotel 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. Be the senior point of contact for the front desk. Also required to undertake the role of Duty Manager for the Hotel when required.

Specific Tasks and Responsibilities

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

- Assist 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
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- 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
 - Manage the department budgets and targets for the year.
 - Complete the Front Office rota and payroll on a monthly basis
 - Manage all holidays and time off in accordance to with Lancashire Cricket policy
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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 four star branded hotel
 - Knowledge of hotel property management systems
 - Previous experience of Front Office Management Systems
 - Good organization and administration skills
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- 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
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Assignment and planning of work

(who will assign work to the person)

Deputy Hotel Manager

Agreed and signed by

Jobholder

Manager

Date

Date to be reviewed
