

Job Description

Job Title: Front Office Supervisor

Name of Jobholder:

Reports to (title): Deputy Hotel Manager

Department: Hilton Garden Inn Front Office

Date: July 2021

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

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

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

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

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
