

Assistant Front Office Manager | AYANA Midplaza, JAKARTA

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Company: AYANA Hospitality

Location: Central Jakarta

Category: other-general

We are looking for an Assistant Front Office Manager to join our team at AYANA Hospitality. As an Assistant Front Office Manager, you will be responsible for overseeing the daily operations of the front office, ensuring a seamless guest experience and maintaining high service standards.

Your duties will include supervising the front office staff, managing room reservations, handling guest inquiries and complaints, and coordinating with other departments to ensure guest satisfaction. You will also assist the Front Office Manager in staff training, performance evaluations, and budget management.

The ideal candidate should have previous experience in a similar role within the hospitality industry, excellent communication and leadership skills, and the ability to handle high-pressure situations. Proficiency in hotel management software, such as Opera or PMS, is preferred.

Requirements

Minimum of 2 years of experience in an Assistant Front Office Manager role in the hospitality industry.

Excellent communication and interpersonal skills.

Strong leadership and supervisory skills.

Proficiency in hotel management software, such as Opera.

Customer service-focused with the ability to handle guest inquiries and complaints

effectively.

Detail-oriented with strong organizational and multitasking abilities.

Ability to work well under pressure and in a fast-paced environment.

Flexibility to work shifts, including evenings, weekends, and holidays.

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