

## Asst. Front Office Manager

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Company: Four Points

Location: Indonesia

Category: other-general

### **JOB SUMMARY**

Entry level management position that is responsible for leading and assisting with the successful completion of daily shift requirements. Front office areas include Bell/Door Staff, Switchboard and Guest Services/Front Desk. Strives to ensure guest and employee satisfaction and achieve the operating budget. Assists in completing financial and administrative responsibilities. CANDIDATE PROFILE Education and Experience • High school diploma or GED; 2 years experience in the guest services, front desk, or related professional area. OR • 2-year degree from an accredited university in Hotel and Restaurant Management, Hospitality, Business Administration, or related major; no work experience required. CORE WORK ACTIVITIES Supporting Management of Front Desk Team • Utilizes interpersonal and communication skills to lead, influence, and encourage others; advocates sound financial/business decision making; demonstrates honesty/integrity; leads by example. • Encourages and building mutual trust, respect, and cooperation among team members. • Serves as a role model to demonstrate appropriate behaviors. • Supports all day-to-day operations. • Understands employee positions well enough to perform duties in employees' absence. • Coaches, counsels, and encourages employees. • Handles employee questions and concerns. • Supports all areas of the Front Office in the absence of the Front Office or Front Desk Manager. • Guides daily Front Desk shift operations. • Communicates performance expectations to employees in accordance with job descriptions for each position. Monitoring and Supporting Progress Toward Guest Services and Front Desk Goals • Manages day-to-day operations, ensuring the quality, standards and meeting

the expectations of the customers on a daily basis. • Develops specific goals and plans to prioritize, organize, and accomplish your work. • Handles complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others. • Participates in department meetings and continually communicates a clear and consistent message regarding the Front Desk goals to produce desired results. • Strives to improve service performance. • Supervises staffing levels to ensure that guest service, operational needs and financial objectives are met. • Trains staff on adherence to all credit policies and procedures to reduce bad debts and rebates. • Supervises same day selling procedures to maximize room revenue and property occupancy. • Understands the impact of Front Desk operations on the overall property financial goals and objectives. Ensuring Exceptional Customer Service • Provides services that are above and beyond for customer satisfaction and retention. • Improves service by communicating and assisting individuals to understand guest needs, providing guidance, feedback, and individual coaching when needed. • Sets a positive example for guest relations. • Empowers employees to provide excellent customer service within guidelines. • Handles guest problems and complaints seeking assistance from supervisor as necessary. • Interacts with guests to obtain feedback on product quality and service levels. Managing Projects and Policies • Implementing the customer recognition/service program, communicating and ensuring the process. • Assists in the review of comment cards and guest satisfaction results with employees. • Ensures employees have the proper supplies and uniforms. • Assists in the use of a guest information tracking system to ensure that a successful repeat guest recognition program is in use to recognize guest preferences and aid in problem resolution. Supporting Handling of Human Resource Activities • Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. • Providing guidance and direction to subordinates, including setting performance standards and monitoring performance. • Provides feedback to individuals based on observation of service behaviors. • Participates in an ongoing employee recognition program. • Conducts training when appropriate. • Participates in the employee performance appraisal process. Additional Responsibilities • Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Analyzes information and evaluating results to choose the best solution and solve problems. • Informs and/or updating the executives, the peers, and the subordinates on relevant information in a timely manner. • Performs all duties at the Front Desk as necessary. • Understands the

functions of the Bell Staff, Switchboard and Concierge/Guest Services operations. •  
Complies with loss prevention policies and procedures.

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