

Front Office Supervisor

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Company: Accor

Location: Ras Al-Khaimah

Category: healthcare-practitioners-and-technical

Job Description

To supervise the Front Office operations, including the Reception, CID, Guest Relations ensuring that the hotel standards and procedures are fully known and followed.

To ensure appropriate stock level for the smooth run of the Front Office operations and to prepare requisitions accordingly.

To control that the arrival lists are updated, transportation and airport services are scheduled and to block all the rooms according to guest requests and needs.

To control that all assigned and blocked rooms requiring special set-ups are accurately displayed in the PMS and available to the Housekeeping and other departments in due time.

To ensure proper completion of all CID and local government requirements concerning hotel guests and files.

To daily control the guest files and folios, ensuring that all the immigration, financial and audit procedures are fully respected.

To ensure that Guest History records are accurately maintained and all recurring guests are pre-registered.

To control that the departure lists are updated, check-out times are respected and that the transportation needs are scheduled.

To monitor rooms status and discrepancies.

To assist in securing external guest accommodation should an overbooking occur.

To ensure and perform a proper use of all the equipment and property management system and to have a perfect knowledge of the set ups.

To ensure the strict control of room keys and section keys.

To daily implement and control the check lists.

To daily review the F/O logbook and to sign it.

To personally update the activity reports.

To ensure a proper handover between the shifts.

To up sell Rooms, Food and Beverage outlets and other facilities whenever opportunities arise.

To be updated with the competitors' offerings and rates.

To liaise closely with the Sales and Reservations on rate management.

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