

United Arab Emirates Jobs Expertini®

Front Office Supervisor

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Company: Confidential

Location: sharjah

Category: other-general

Ensures the smooth running of the operations on a day to day basis and in a proactive manner § Organizes, directs, and monitors daily activities of front desk agents. § Must be able to complete all of the duties and responsibilities of the Front Desk Associate. § Ensures efficient, friendly, and professional guest registration, check-out, and telephone service; supervise front guest service agents to ensure that established procedures are followed. § Establishes procedures, prepares and coordinates schedules, and expedites workflow. § Obtain all the relevant information from the previous shift, including the volume of business, special guests and tasks to be clarified and to be complete. § Assists with training, motivating, and rewarding front desk agents. § Reviews current day's expected arrivals and checks all VIP and special request reservations to ensure that they are pre-registered, blocked properly, and other departments are notified of room assignments. § Reviews the daily room availability and informs all appropriate staff. § Reviews status of departures on a daily basis; relays all pertinent information to front desk agents and other appropriate staff. § Ensures all necessary reports and forms are completed daily. § Ensure all incoming email had been answered & followed up as well. § Carry out correct cashing up and adjustment of errors. § Daily checks on the credit limit list in agreement with the manager. § Be available for guest at all times as point of contact and co-responsibility for appropriate treatment of guest complaints, passing on a documenting such complaints. § Know the emergency equipment, how to use it and what to do in cases of emergency. § Inform the housekeeper with regard to special requests, early and late departures, change of room and other information important for the department. § Accept reservations and enter these into the system. § Inform the housekeeper with

regard to special requests, early and late departures, change of room and other information important for the department. § Accept reservations and enter these into the system. § Performs front desk agent responsibilities as needed to process guests expediently including but not limited to checking guest into hotel, responding to guest questions, resolving guest problems/complaints, answering telephone, making guest reservations, and checking guests out of hotel. § Ensures that guests' needs are fulfilled and their stay is as pleasurable as possible; assists with dining, entertainment, or transportation reservations as needed. § Assists front desk agents with resolution of guest problems/complaints as needed. § Monitors and maintains front desk area. § Possesses and maintains thorough knowledge of hotel services, facilities, policies, and room rates and area's attractions. § Be familiar with the daily activities in the hotel. § Performs other duties as assigned by manager § Ensures that as per Golden Sands Health & Safety Policy the Fire Exits are free of obstacles § Check all correspondence of the day's arrivals to familiarize with arrived and arriving guests and their needs, follows up as required § Follow up with Housekeeping any unresolved room discrepancies § Maintains appropriate standards of conduct, dress, uniforms, hygiene, appearance, and posture for all departmental employees § Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behavior. § Ensures that all departmental information is kept accurate and up to date § Understand and carries out duties in line with Hotel Emergency Procedures § Inspects guestrooms on a daily basis § Responds promptly to any operational requests from Front Office and other hotel departments

Financial Responsibilities: § To monitor and control the use of office supplies and other consumables. § To monitor all printing and to keep related costs under control. § To monitor and control vacation schedules for the Front Office Staffs, Bellboys. § To monitor and control the overtime for the Front Office Staffs § To monitor and control all Front Office Department expenditures to ensure that it stays within the limits of the Consumable and Budget. § To ensure that Company property is maintained properly and treated with respect at all times. § Other responsibilities, as assigned, but not limited to the above.

Team Communication and Meetings: § To schedule and conduct training for the Front Office Department Staff on regular calendar basis § To encourage and demonstrate good communication, excellent teamwork and continuous training, coaching and counseling.

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