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# Example of Assistant Front Office Manager Job Description

Our company is growing rapidly and is looking for an assistant front office manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for assistant front office manager

* Lead the teams duties to ensure the smooth operations of the department
* Ensure that a high quality of work is delivered by the team
* You will have the confidence with dealing with guests requests, complaints and contribute to the overall guest satisfaction
* Ensure hotel security procedures are followed checking guest in & out
* Assist the Manager with the training and development of the team
* Makes sound decisions quickly under pressure
* Creates a climate of teamwork by encouraging harmony, co-operation and communication
* Selects the most appropriate tactic(s) from a range of alternatives and conveys the plan to others
* Manages and motivates the Front Office team in order to provide a high standard of service for customers
* Takes part in, organises and supervises guest arrivals and departures with the front office teams

## Qualifications for assistant front office manager

* Supervisory experience at a luxury 4 or 5 star property strongly preferred
* Previous experience as a receptionist, Team Leader or Assistant Front Office Manager
* Minimum of one year previous Assistant Front Office Managerial or Assistant Executive Housekeeper managerial experience preferred
* Minimum of two years previous front office supervisory experience preferred
* With progressive experience in Front Office gained over the last 5 years in a 5 star luxury property, 2 years of which would have been spent as Assistant Manager or Duty Manager
* Tertiary education or Degree in Tourism & Hotel Management or with a vast number of years’ experience in the Hotel Industry