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# Example of Assistant Front Office Manager Job Description

Our company is looking to fill the role of assistant front office manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for assistant front office manager

* Maintain personal contact with guests (both internal and external)
* Have Knowledge of hotel property, amenities, area attractions and transportation
* Maintain procedures for security of guest, hotel property and emergency procedures
* Follow company policies and procedures and effectively communicate them to subordinates
* Monitor and maintain procedures for safety of personnel including review of Emergency Procedure manuals and continuously retrain personnel for safety procedures
* Assist in “Championing” HeartBeat and Priority enrollments
* Assist in reviewing Personnel performance and assist in career development
* Assist in the development of creative incentives that motivate and celebrate Team Member Success
* Assist in aggressively recruitment and staffing of department, using company-hiring standards
* Assist in the training regarding safety, security, departmental procedures and service guidelines

## Qualifications for assistant front office manager

* University Degree/Diploma in Hospitality or Tourism Management
* Minimum 2 years work experience as Assistant Manager-Front Office or 4 year as Team Leader-Front Office/Guest Relations in a hotel
* Must have flexibility in work schedule including nights, holidays, weekends and overnights
* Conduct performance evaluations and disciplines staff when needed
* Coordinate arrivals, departures for guests
* Work with internal departments regarding billing