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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. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for assistant front office manager

* Manage accounts receivable balances and their reliability
* Animation of internal training
* Welcome and follow the stay of VIP customers
* Write all in room correspondence (welcome letters, apologies)
* Know the procedures and analyze the results of the customer satisfaction program
* Inform his hierarchy of any situation concerning the safety or the risks of accidents of clients or colleagues
* To ensure that your team are fully conversant with the facilities, services and special promotions offered by the hotel and to pass this information onto the guest whenever the possibility arises in order to maximize hotel sales
* Co-ordinate constructively with both the finance and night teams so that policy, procedure and requirements are all adhered to
* Establish and maintain strict security procedures within your department, reporting any potential risks to the Hotel Manager
* Display a pro-active and consistent approach to stock control, cost control and cash control

## Qualifications for assistant front office manager

* An expert with front office systems such Opera and Reserve proficient in general computer knowledge
* Current GM Certificate
* Assist the FOM in ensuring that employees are following and maintaining standards (i.e., answering phones, callbacks to guests, guest request log)
* Ability to work a flexible schedule including evenings, weekends & holidays
* 2-3 years of previous supervisory or management experience in Front Office division of a hotel
* This position is applicable for Citizens of Malaysia and Permanent Residents of Malaysia only