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# Example of Front Desk Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of front desk manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for front desk manager

* Demonstrates a commitment to Service Excellence
* Spearheads the Problem Resolution process SCORE & #OWNIT
* Builds and maintains employee relationships
* Promotes health, safety and well being of our guests and co-workers by having in-depth knowledge of the Hotel's crisis and emergency procedures
* Supervise front desk employees
* Work effectively with co-workers, clients and others by sharing ideas in a constructive and positive manner
* Assists in implementing & executing programs, events, to identify new guests
* Creates and implements member rewards program
* A minimum of 2 years of previous hotel front desk manager or front desk supervisor experience is required
* Establishing and monitoring staff work schedules and managing human resource functions, where assigned, including interviewing, hiring, training, performance evaluation, conducting staff meetings with GM, resolving concerns and disputes, all associated recordkeeping

## Qualifications for front desk manager

* Operate all aspects of the Front Office PMS including software maintenance, report generation and analysis
* Oversee discrepancy report and ensure room status is determined
* Work closely with housekeeping regarding daily room status and queue rooms
* Manage the Bell/Door associates, and Hosts that standards are being maintained
* Assist Hosts with check-ins and checkouts
* Ensure correct and accurate cash handling at the Front Desk and daily counting of banks