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# Example of Front Office Assistant Job Description

Our innovative and growing company is looking for a front office assistant. 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 front office assistant

* To call the Front Office Manager for advice in serious cases or if an approval is required
* To ensure that the arrival lists are updated, transportation and airport services are scheduled and all of the rooms are blocked according to guest requests and needs
* To ensure that all assigned and blocked rooms requiring special set-ups are accurately displayed in the hotel management system and available to the Housekeeping and other departments in due time
* To ensure proper completion of all CID and local government requirements concerning hotel guests and files
* To ensure that the departure lists are updated, check out times are respected and that the transportation needs are scheduled
* To ensure and perform a proper use of all the equipment and hotel management system and to have a perfect knowledge of the set ups
* To ensure the strict control of room keys and section keys as per hotel FOEs
* To respect schedules, terms and deadlines as agreed with Management
* To participate in the daily briefing with the Front Office team to review daily events
* To attend departmental meetings using this opportunity to encourage the interactivity with the Front Office

## Qualifications for front office assistant

* Proven ability to build relationships and interface with all levels of individuals, internal and external to the organization
* Maintain confidentiality of all matters relating to the company and its employees
* Demonstrated ability to multi-task, work independently, and within a team
* Demonstrated proficiency in Microsoft Office (Excel, Word, PowerPoint) applications
* Ability to manage high call volume using multiple phone lines
* High Energetic