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# Example of Front Office Supervisor Job Description

Our company is looking for a front office supervisor. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for front office supervisor

* Constantly work towards meeting the guests needs and resolving any issues that guests bring to our attention
* Assigns duties to employees, advises them of hazards, recommends or initiates personnel actions such as promotions, transfers, discharges and more serious disciplinary measures and maintains employee records
* Trains (or arranges for training) and professionally develops employees to maximize their technical, resort and guest service knowledge
* Explains and ensures compliance of company policies and standards
* Along with the Manager, is responsible for safety as per the Occupational Health and Safety Act
* Conducts performance evaluations on all Front Desk and Night Audit Agents
* Initiates or suggests plans to help motivate employees to achieve goals
* Coordinates activities of Front Desk staff and communicates with other supervisors to avoid conflict with other departments on the resort
* Acts as a liaison between the Front Desk and all other departments on the resort
* Prepares and submits progress reports on the performance of the unit

## Qualifications for front office supervisor

* 2 years experience at Reception
* Supervisory experience in hospitality setting preferred
* Available to work a variable schedule
* Minimum of two-three years supervisory experience in a high volume setting preferred
* Proficient Windows, Office, and OnQ property management systems required
* Recommends measures to improve work methods, equipment performance, quality of product or service and working conditions