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# Example of Front Office Supervisor Job Description

Our company is looking for a front office supervisor. 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 supervisor

* The entry and retrieval of information contained in computer databases and the use of a keyboard, mouse, or trackball to update records, files, reservations
* Maintain computer and paper-based filing and organisation systems for records, reports, documents
* Speak with others using clear and professional language including appropriate telephone etiquette
* Assists management in scheduling, training and evaluating Lobby Creatives
* Provides on-going feedback and guidance to Lobby Creatives
* Monitors Lobby processes and procedures, and suggests improvements to management
* Models the RED service brand behavior for Lobby Creative staff
* Ensures thorough reporting and cash/billing processes are handled according to hotel procedures
* Manage reception team on shift
* Provide support to different departments

## Qualifications for front office supervisor

* MBO / HBO Degree (Preferably in Hotel Management)
* Minimum of two-year experience in the same or similar role as Front Office Supervisor
* Experience in the Hotel Industry as Receptionist and Supervisor is must
* Date available as of November 1, 2017
* College Degree in Hotel or Business Administration or a related field preferred
* Minimum one to two (1-2) years supervisory experience, preferably in a hotel/resort environment