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# Example of Front Office Supervisor Job Description

Our innovative and growing company is searching for experienced candidates for the position of front office supervisor. 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 front office supervisor

* Training, coaching and motivating team members
* Helping to reach Hotels targets (LeClub, Guest Satisfaction, Fiancial results,...)
* Be understanding and supportive, encouraging and helpful to all subordinates
* Assist the Front Desk during peak check-out and check-in hours and acts accordantly as supervisor
* 3+ owner's allocation request need to be fulfilled at any time
* Prepare Express Check-ins as required
* Check trace file for arriving groups and VIPs
* Interact with housekeeping, especially with Housekeeping Coordinator regarding VIP arrivals, expediting apartments, preferred apartments to be cleaned first and gets cleaning times during weekends
* Run necessary reports for shift
* Check and verify reasons for all maintenance rooms and updates accordantly Front Office, Maintenance and Housekeeping

## Qualifications for front office supervisor

* Other supervisors who have successfully managed relationship within their own departments, with other departments and with customers
* Computer literate in Opera system
* Enthusiastic, highly responsible and active are required
* Recognized as a model in customer service
* Ability to set clear goals & expectations
* Ability to confront employees & managers on their performance