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# Example of Front Office Job Description

Our company is growing rapidly and is hiring for a front office. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for front office

* Conduct meetings to review new policies
* Responsible for scanning appropriate information to physician offices
* Ensuring staff has up to date knowledge of hotel products, services, pricing and policies
* Maintaining good communication and working relationships with all hotel areas
* Responding to guest's special requests, needs, problems, issues and concerns and training staff in the response and resolution of guest matters
* Monitoring and controlling daily revenues and expenses
* Champion Property Management System as property specialist
* Actively listen and respond positively to guest questions, concerns, and requests using brand or property specific processes to resolve issues, delight, and build trust
* Provide assistance to individuals with disabilities, including assisting visually, hearing, or physically-impaired individuals within guidelines
* Physical Tasks

## Qualifications for front office

* Considerable knowledge of front office operations, policies and procedures, scheduling
* Previous full service hotel experience preferred
* Assist customers, both walk-in and via phone, with the placement of classified advertisements special announcements
* Maintains complete knowledge at all times of daily house count, expected arrivals/departures, scheduled in-house group activities, all room rates, special packages and promotions
* Develops, implements, and monitors department budget
* Hires, trains, supervises, motivates, and develops front office staff