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# Example of Rooms Controller Job Description

Our company is searching for experienced candidates for the position of rooms controller. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for rooms controller

* Assist with Front Office Coordinators during peak arrivals and checkouts
* Work closely with the Front Office Manager team to ensure a smooth overall daily operation
* Must have complete understanding of room type availability
* Must have full understanding of Select Guest Program
* Must be able to train new Front Desk Associates
* Must be able to run desk in short staff situations
* Must have complete understanding of blocking the house
* To be thoroughly acquainted with all Select Guest member programs, promotions and benefits
* To ensure perfect delivery of all package elements, hand-written turndown cards and VIP amenities in conjunction with Housekeeping, Room service and FD
* To review and respond to Medallia comments from Select Guests

## Qualifications for rooms controller

* Multi-phone line 1-2 years
* PC, Tablet efficient
* Safety training experience preferred
* To deliver unique requests and anticipate guest needs based on past alerts
* To serve as the Ambassador for the Front of the House
* Be familiar with reservations, rooms control and basic room inventory