



# Example of Assistant Front Office Manager Job Description

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

## Responsibilities for assistant front office manager

- Follow-up of schedules, trainings, participation in hosting projects, participate in the preparation of the budget of the department, ensure regular control of days off and vacation leaves of the team
- Ensure continuity of the duties while F.O.M is absent
- Perform specific tasks of the receptionist / cashier job description including night-auditor in case of replacement to know and use the tools and software specific to the company
- Supervise and manage all reception and cashiers desk staff
- Recruit, train and animate the staff and organize work and schedules
- Responsible for invoicing and receipts
- Ensure compliance with labor legislation in its service
- Participate and monitor of the reception upsell program
- Manage the customer relationship throughout the stay (requests, complaints / disputes / client dislodgement/ update client profiles notes), write the incidents notebook and the ephemeris of the day
- Know and analyze the results of the Customer Satisfaction Program

## Qualifications for assistant front office manager

- Extensive knowledge of Front Office operations, brand standards and 4/ 5
- Able to balance a variety of priorities while considering all aspects of the job  
Financial, Operational, HR

- Maintain frequent contact with guests and VIPs and deal efficiently regarding special requests, reservations, complaints on the accommodation or other functional areas of the hotel and strives for the satisfactory and speedy adjustments of complaints, special requests
- Vocational diploma or degree and/or anyone eager to work in the sector regardless of their educational background, pending validation of their skills and motivation
- Must be proficient in Windows and Opera