



Example of Front Office Assistant Job Description

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Our growing company is looking to fill the role of front office assistant. 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 assistant

- Leading the Front Office team to ensure Pullman Service Standards are displayed at all times
- Drive up-sells as part of Hotel revenue management culture
- Motivate and empower team members to problem solve and surprised our guests with novelty
- Continue to update and supervise the F.I.T
- Ensure all issues pertaining to guest satisfaction are met and that all follow up is completed on a timely basis
- As the assistant to Front Office Administrator, assist with special leadership projects as assigned to determine improvement needs
- To manage day to day running of the hotel in the absence of senior managers
- To manage a team of Guest Service Officers and Team Leaders
- To respond to and coordinate emergency situations
- To handle guest complaints effectively and efficiently

Qualifications for front office assistant

- Minimum of one(1) year office/administrative experience
- 1-3 years of experience in scheduling appointments for doctor's office required
- Strong organizational and time-management skills are essential good oral and written communication skills

- Assist with managing the Front Desk, Concierge and Guest Services operation
- Manage the staff at the Front Desk - conduct interviews, departmental training, and scheduling