



# Example of Front Office Manager Job Description

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

- Observe front desk and ensure that their duties are completed in accordance with established policy and procedure, , proper public relations techniques are utilized, calls are handled both courteously and professionally, calls are answered on a timely basis and the proper greetings are used, messages and faxes are handled correctly and efficiently, guest complaints and problems are handled in a courteous and professional manner, and ensure follow through
- Maintain positive guest relations at all times, ensuring guest satisfaction
- Responsible for short and long term planning and the management of the hotel's Front Office operations and F&B Outlets
- Perform all tasks of a Front of House Staff as needed to facilitate service
- Performs all jobs within the Front Desk, Bell Staff, Switchboard and Concierge/Guest Service departments, as necessary
- Ensures compliance with all Front Office policies, standards and procedures, such as safe procedures, cash handling and key security
- Understands and communicates to staff the maintenance and operating procedures of all departmental equipment
- Ensures adherence to all credit policies and procedures to reduce bad debts and rebates
- Ensures staff is trained to comprehend and utilize night audit procedures and reports
- Ensures all members of Front Office understand and comply with loss

## Qualifications for front office manager

- Confirm that Guest Service Agents, Operators/Zephyr and Bell/Door associates complete all duties
- Assist with development of associate morale and ensure training of Front Office staff
- Greet and welcome all guests in the lobby in the absence of the Guest Relations Manager
- Conduct daily departmental pre-shift stand
- Assist Guest Service Agents with check-ins and checkouts
- Train new associates, help to develop and implement training programs