



Example of Front Office Manager Job Description

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Our innovative and growing company is searching for experienced candidates for the position of front office manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for front office manager

- Prepare employee Schedule according to business forecast, payroll budget and union guidelines, and productivity requirements
- Maintain required parts of all front office and stationery supplies
- Liaise with Hotel Manager/General Manager on all issues/feedback raised in internal and external reports, including RezQueue and guest surveys
- Ensure all front desk staff is properly trained and have the tools and equipment needed to effectively carry out their job functions
- Manage the front office and any reservation functions to ensure the delivery of superior guest service, the security of monies, credit card transactions and guest information
- Ensure the proper process is in place to manage and report on the human resources and benefits programs within the Front Desk and Food and Beverage departments
- Ensure the proper process is in place to manage and report on the proper use, maintenance and location of all information technology hardware and software provided to the Front Desk and Food and Beverage departments
- Supporting company and hotel policies and procedures including the promoting and participation in Colleague Engagement (CES), Voice of the Guest (VOG), Leading Quality Assurance (LQA), Health and Safety, and Guest Service initiatives
- Ensure Service Essentials and LQA Standards are met and exceeded while actively seeking feedback and follow up on Guest comments

Management strategies and practices

Qualifications for front office manager

- Minimum 3-year-experience in similar position
- Excellent fluency in Vietnamese and fluent in business English
- Bachelor degree or Hospitality degree from reputable University/Academy
- Candidate should have a minimum of 8-10 years of experience in Front Office operations, and atleast 2 years as an Asst
- Four-year college degree, preferably in the hospitality industry preferred
- Two years of management experience in Front Office or Reservations preferred