



Example of Front Office Manager Job Description

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Our company is hiring for a front office manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for front office manager

- Ensure Front Office team is meeting upsell target
- Play a lead role in the effective performance management of Front Office staff including, however not limited to, ongoing coaching & training, the performance appraisal process, and progressive disciplinary process
- Effective scheduling of Front Office staff, in accordance with established labor budgets
- Compile annual Front Office budgets for labor and expenses
- Oversee Front Desk upsell program
- Act as a primary liaison with guests and associates in matters that require immediate concern resolution, including any emergency situations that arise while on duty
- Facilitate regularly-scheduled daily briefings and monthly operational meetings
- Manage projects and any other reasonable duties as required by the Hotel Manager, or any other member of Senior Hotel Management
- Resolve any guest opportunity to ensure complete guest satisfaction
- Participate in ongoing training of associates for continued performance improvement

Qualifications for front office manager

- Minimum one - three years Front Office Management experience
- Minimum two year upper upscale hotel experience
- Bachelors Degree in management or equivalent

- Knowledge of HotSos, IDEAs, Go Concierge
- Knowledge of hotel's telephone system and VING card system