

JOB DESCRIPTION – MANAGER / ASSISTANT MANAGER – FRONT OFFICE

Job Title: Manager / Assistant Manager – Front Office

Department: Front Office

Reporting To: Resort Manager

Location: Bandipur



To support the learning and development function at the resort by planning, coordinating, and delivering training initiatives that enhance employee capability, service excellence, compliance, and guest experience standards. The role ensures implementation of corporate learning programs while addressing the resort's operational training needs.

Knowledge, Skills & Abilities:

Empathic communicator, able to see things from the customer point of view.

Basic computer knowledge and to operate cloud 7 a CRS software for reservation process.

Excellent organizational and time management skills, with the ability to set priorities for self and others.

Interact with customers and clarify their confusion if any and give very clear picture about the resort and its facilities.

Should be a self starter and should work with less supervision

Able to work in a fast paced environment

Ability to handle pressure and guest problems

Qualifications

A degree in Office Management or any bachelor degree.

4 to 5 years of experience in a reputed hotel or a resort at front office.

Responsibilities:

Financial Indicators:

To establish and monitor cost and expense control systems and procedures to achieve budgeted operating results.

Is able to take corrective measures and actions to ensure highest possible profitability.

Maximizes revenues through pro-active action rather than re-active.

Customer Orientation & Process Indicators:

Ensuring maximum guest satisfaction consistent with our hotel standards, through planning, organizing, directing and controlling all aspects related to the revenues and operating expenses.

The ability to prepare all necessary forecasts; to work closely with Reservations, Front Office and Sales to maximize occupancy, rate and revenue. Keeps all departments notified of any fluctuations in business levels, special guests, groups, etc.

Personally and frequently verifies that guests in his operation are receiving the best possible service available.

Schedules himself/herself to be on the front during peak operation hours, checking on standards of services, and cleanliness, in greeting and assist in the check in of guests and escorts VIP guest to the room.

To constantly strive to please all guests that he may come into contact with.

Ensure a speedy telephone and message service at all times.

Maintains an atmosphere of tranquillity at the Front Desk, never giving the impression that there is a problem.

Liaise closely with other Departments and emphasizes on excellent inter-departmental relations considering other departmental procedures and policies.

To maintain all hotel records and forms as prescribed by established policies and procedures.

To control the preparation of room occupancy forecast on a daily, weekly and monthly basis.

To attend all briefings and meetings as requested and necessary.

To ensure that guest history record is up-to-date at all times.

To advise management and sales of the update reservation status for reference in business solicitation.

Learning & Development:

To build an effective management team through taking an active interest in the development of subordinates through training and involvement in decision making.

Gives his subordinates frequent feedback on their performance and status of development. Conducts annual appraisals conducted in his Department.

To ensure that all employees are fully conversant with the hotel's facilities and services. To ensure that all employees schedule are properly established and maintained.

Is constantly aware of new market trends and activities of competitors, ensures that his operation is always one step ahead of the competition.

Authority

Signatory Authority for official communication from Executive.

Authority to handle grievance among employees with in the department and then reporting to HR.

Decision on hiring trainees for internship and regular employees, reviews and initiating pay increases.

Planning and designing employee shifts and managing it.

Employee Signature

HR Signature