

Job Title

Front Office Associate

Department

Front Office

Location

Chikmagaluru

Reports To

FOS/FOM

Job Summary:

The Front Office Associate is responsible for delivering exceptional guest service by managing check-ins, check-outs, reservations, and guest inquiries efficiently. The role requires a friendly, professional, and courteous demeanor to ensure a memorable guest experience at the resort.

Key Responsibilities:

- Welcome guests warmly and assist with check-in and check-out procedures.
- Handle reservations, room allocations, and ensure accurate guest information in the system.
- Respond promptly to guest inquiries, requests, and complaints in a professional manner.
- Coordinate with housekeeping and other departments to ensure room readiness and guest satisfaction.
- Maintain proper records of bookings, payments, and guest accounts.
- Process payments (cash, card, online transactions) accurately.
- Provide information about resort facilities, services, and local attractions.
- Upsell resort services and room categories where applicable.
- Ensure lobby and front desk area is clean and presentable at all times.
- Follow resort policies, procedures, and service standards.

Required Skills & Qualifications:

- Graduate/Diploma in Hotel Management or related field preferred.
- 1–2 years of experience in front office operations (resort/hotel experience preferred).
- Excellent communication and interpersonal skills.
- Pleasant personality with a guest-focused attitude.
- Knowledge of PMS (Property Management System) is an advantage.
- Basic computer proficiency (MS Office, email handling).
- Ability to work in shifts, including weekends and holidays.

Key Competencies:

- Strong customer service orientation
- Good problem-solving skills
- Professional grooming standards
- Team player
- Ability to handle pressure