

Job Title

Front Office Executive

Department

Front Office

Location

Chikmagaluru

Reports To

DM/FOM

Job Summary:

The Front Office Executive is responsible for managing front desk operations, ensuring exceptional guest experiences, and supporting revenue and operational objectives of the resort. This role requires strong leadership, operational knowledge, and the ability to handle guest relations efficiently while maintaining high service standards.

Key Responsibilities:

- Manage daily front office operations and ensure smooth workflow.
- Supervise front desk staff during assigned shifts.
- Oversee guest check-in and check-out processes.
- Handle guest complaints, VIP arrivals, and special requests professionally.
- Monitor room inventory, availability, and rate management.
- Ensure accurate billing, cashiering, and night audit procedures.
- Coordinate with Housekeeping, F&B, and Maintenance for seamless operations.
- Maintain and update guest records in the PMS system.
- Prepare daily reports (occupancy, revenue, ARR, etc.).
- Drive upselling strategies to maximize room revenue.
- Ensure adherence to SOPs, service standards, and grooming policies.
- Train and mentor front office team members.

Required Qualifications & Experience:

- Graduate/Diploma in Hotel Management or Hospitality Management.
- 4–5 years of experience in front office operations (resort experience preferred).
- Minimum 1–2 years in a senior/supervisory role.
- Strong knowledge of PMS and hotel management systems.
- Good understanding of revenue management principles.
- Proficiency in MS Office and reporting tools.

Key Skills & Competencies:

- Strong leadership and decision-making ability
- Excellent communication and guest-handling skills
- Problem-solving mindset
- Revenue and upselling orientation
- Professional appearance and grooming
- Ability to work in rotational shifts