

Job Title

Front Office Supervisor

Department

Front Office

Location

Chikmagaluru

Reports To

DM/FOM

Job Summary:

The Front Office Supervisor oversees the daily operations of the front desk to ensure smooth functioning and exceptional guest service. This role involves supervising front office associates, handling guest concerns, ensuring adherence to resort standards, and supporting management in achieving operational and revenue goals.

Key Responsibilities:

- Supervise and guide Front Office Associates during shifts.
- Ensure smooth check-in and check-out procedures.
- Handle guest complaints, special requests, and escalations professionally.
- Monitor room allocations and coordinate closely with housekeeping.
- Ensure accurate billing, cashiering, and daily revenue reports.
- Maintain proper documentation and front office records.
- Train new team members on SOPs and service standards.
- Ensure grooming and discipline standards are maintained.
- Assist in preparing duty rosters and shift schedules.
- Support upselling initiatives to maximize room revenue.
- Ensure lobby and front desk areas are well maintained.
- Conduct shift handovers and daily briefings.

Required Qualifications & Experience:

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

Key Skills & Competencies:

- Strong leadership and team management skills
- Excellent communication and interpersonal skills
- Problem-solving and decision-making ability
- Customer service excellence
- Ability to work under pressure
- Professional grooming and presentation

Working Conditions:

- Rotational shifts, including weekends and holidays.
- On-site role at the resort property.