# **Front Office Supervisor**

Front Office Supervisors lead and perform all front desk duties including check-ins, checkouts, reservations, guest phone messages and special requests. Supervisors ensure that guests experience a great stay. This position requires diplomatic skills and the ability to deal with people from different cultures and backgrounds.

 DAILY LIFE

Front Office Supervisors ensure that all front office and guest services team members receive adequate training in all Front Desk policies and procedures. They assist the Front Office Manager in motivating the team and participate in the training and development of all Front Office staff. Front Office Supervisors make sure all arrivals are blocked and evens out the house count. They check arrivals of VIP guests, are in charge of possible upgrades and have the concierge team deliver note cards to guestrooms per hotel chain standards. They verify the accuracy of the cash drawers at the beginning of the shift and supervise the close-out of shift work and cash at the end of the shift. Front Office Supervisors communicate all important information to the following shift to ensure a smooth transition through the Front Desk logbook.

#### REQUIRED SKILLS

* Strong written and verbal communication skills
* Ability to lead and motivate a team
* Associate degree or higher (ideally in hospitality)
* Previous front office experience
* Language skills