

# Front Office Manager Job Description template

## Front Office Manager Job Description Template/Brief

We are seeking a Front Office Manager to lead our front desk team. This role involves overseeing daily operations, ensuring excellent customer service, and managing staff schedules. The ideal candidate should have strong leadership skills, a customer-focused approach, and experience in front office management.

## Front Office Manager Job Profile

The Front Office Manager is responsible for managing the daily operations of the front desk, ensuring a smooth and efficient service for guests. They will handle guest inquiries, coordinate with other departments, and maintain a welcoming environment. This role requires strong organizational skills, attention to detail, and a passion for hospitality.

## Reports To

The Front Office Manager reports to the Hotel Manager or General Manager.

## Front Office Manager Responsibilities

- Oversee the daily operations of the front desk.
- Ensure high levels of customer satisfaction through excellent service.
- Manage staff schedules and allocate tasks effectively.
- Address and resolve guest complaints and issues promptly.
- Coordinate with housekeeping and maintenance teams for room readiness.
- Train, mentor, and support front desk staff.
- Monitor and manage inventory of office supplies and equipment.
- Implement policies and procedures to improve service quality.
- Maintain records of guest information and reservations.

## Front Office Manager Requirements & Skills

- Proven experience as a Front Office Manager or similar role.
- Strong leadership and team management skills.
- Excellent communication and customer service skills.
- Ability to handle stressful situations calmly and effectively.
- Proficiency in hotel management software and MS Office.
- High school diploma; degree in hospitality management is a plus.
- Flexibility to work in shifts, including weekends and holidays.
- Attention to detail and problem-solving skills.