

# HOTEL OPERATIONS AND MANAGEMENT

## MODULE 1 – INTRODUCTION TO FRONT OFFICE

### ➤ FUNCTIONS OF FRONT OFFICE

**Guest Registration:** Does all guest registration-related activities like Check-in, room assignment, welcoming, room rate etc.

**Guest Service:** Fulfils any Guest Services related activities.

**Guest History and records:** Creates and maintains a guest profile, history, likes and dislikes, collect feedback etc.

**Guest Database:** Develops & maintains a Comprehensive Database of Guest Information

**Updates Room Status:** responsible to update the correct room status like CI, CO, DNCO, DND etc.

**Reservation:** This section is responsible in registering the room reservation from various sources, with recordings, filing of reservation records, and revise on the appropriate time to make sure those guests would have their rooms upon entering the hotel.

**Postage and Parcels:** This section is to facilitate guests pertaining to the posting of letters, telegrams, and parcels.

**Telephone:** This section is to facilitate guests pertaining to the telephone both internally and externally, and to wake guests up in the morning upon request.

**Finance and Foreign Exchange:** This section relates with the Accounting Department, through the collection from guests through their services, and also gives the foreign exchange service.

**Inquiry:** This section is to answer questions and inquiries of guests. Therefore, this section would have to be alert with all the movements of the hotel.

**Bell Desk and Concierge:** Provide all services related to Bell desk and Concierge.

### ➤ COMPONENTS OF FRONT OFFICE

#### **Reception/Registration Section:**

This section is located in the lobby. It also allocate the room and established the rates for different types of guest. The person of the section is called Receptionist. GSA (Guest Service Officer) has direct contact guest. The function of this section are:-

Warmly received all arrival guest.

Complete registration formalities and perform guest check-in. Perform pre-registration formalities for group, VIPs and disable guest.

Co-ordinate closely with house-keeping department for clearance of department room, room change and UR (Under Repaired) rooms.

Issue VIPs amenities voucher to the food and beverage service.

Co-ordinate closely with bell desk for luggage handling and rooms keys.

**Information.**

It is located at a front desk and responsible for handling mail and messages with room keys. It also provide information regarding outside and inside of hotel's rules and regulation, facilities, services. It also handle the e-mail, fax, Xerox machine, cable through the business center.

**Cash.**

It is also located at front desk and handle by front cashier. The main function of cashier are as follows:-

The secure payment from the guest arrival.

To change foreign currency as per rules and regulation of the hotel,

To manage safety deposit locker.

To settle guest account while check-out.

To balance cash at the close of shift.

To complete the guest check-out procedure.

**Reservation.**

The term reservation means booking in advance. It is basically blocks/reserve the room as per the request or specifies data. The main functions are as follows:-

Handle all cancellation and revisit as reservation made by the guest from different source and modes.

Keep out reservation correspondence complete and systematic.

Process and confirm reservation request.

Forecast future room reservation status.

Update room availability chart.

**Telephone Section.**

This section is handle by telephone operator and it is located at the back of the office. Its main function is to handle incoming and outgoing calls. It is also responsible for managing wake up calls as requested by the guest and preparation of telephone bills made by guest and staffs.

**Lobby.**

It is an area which is located at the entrance of a hotel building with sitting arrangement for guest's visitors to meet and wait. It is synonym to the word "Foyer" which means a wide passage or large hall just inside the entrance of a public building. The dimension and design of this area rely upon the size and design of the building. Basically lobby area must be furnished with all the necessary things.

Example:- Lobby desk, Bell desk, GRE/GRO, Reception desk, Cash counter, Rest room, Business centre, Safety lockers etc

**Bell Desk.**

It is located at either side of lobby needed by bell captain and followed by bell boys. This desk is responsible for handling the guest luggage during arrival and departure. The bell desk section also handles the paying, deliver guest mail and messages to the concern guest room.

**Business Centre.**

The person who handles the business centre in known as Business Centre attended and the main function of this section is to provide the communication facilities and service like STD, ISD, E-mail, internet, fax, xerox etc.

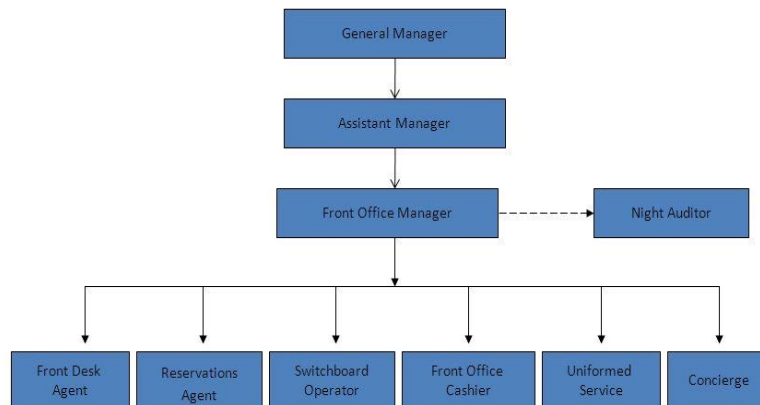
**Travel Desk.**

This section of front office is responsible for arranging the packages, tickets etc for the guest as per their request.

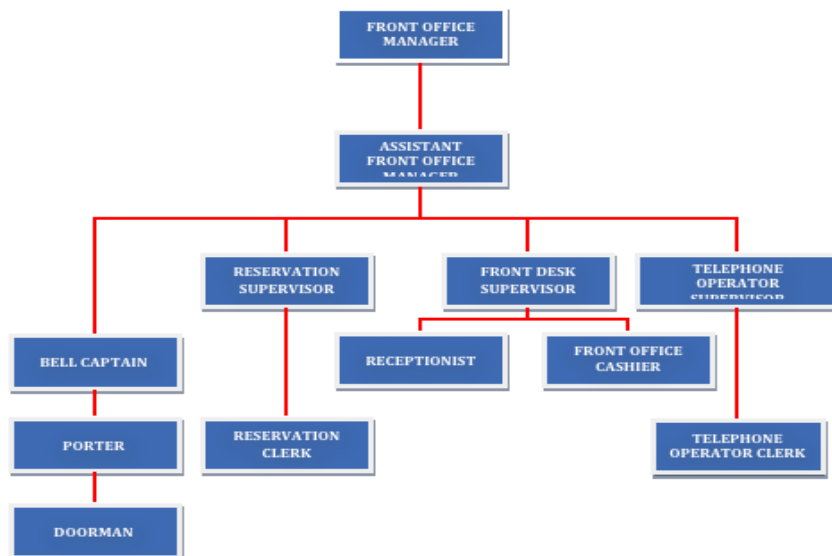
➤ **ORGANISATIONAL CHART OF FRONT OFFICE OF LARGE , MEDIUM AND SMALL HOTELS**

**SMALL HOTEL**

**Front Office Organization Chart**

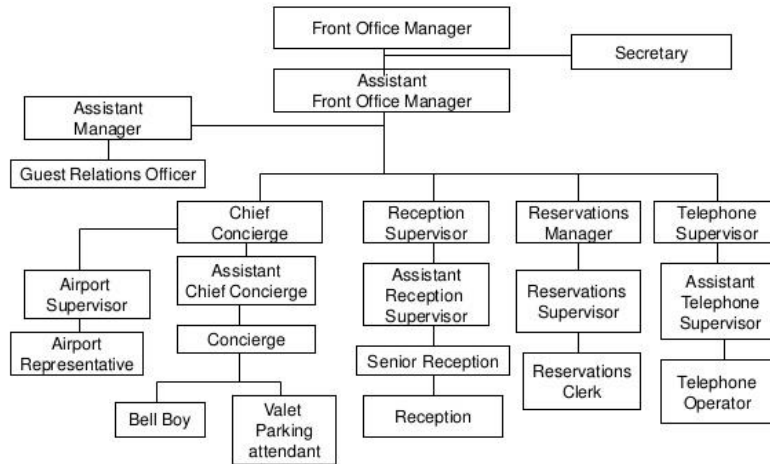


**MEDIUM HOTEL**



## LARGE HOTEL

# Organizational Chart



### ➤ QUALITIES/ATTRIBUTES OF FRONT OFFICE STAFF

**1. Smiling Face:** Smile is the most enduring competency required by front office personnel. As simple as it may seem, it is the most effective way of dealing with guests. A smile gets a smile in response. It immediately breaks down several barriers of a guest including fatigue, low spirits, doubt, anxiety etc. Always try to maintain a smile while talking to a guest. Smiling while speaking on the telephone, is a powerful way to convey tone and intention to customer who judges the caller by the voice.

**2. Sense of grooming and hygiene:** How you look and the first impression you create on others matters a lot. The front office personnel are the first point of physical contact for a guest with the hotel. Well groomed front office staff represents qualities of hygiene, professionalism, management style, reliability etc.

**3. Punctuality:** It is a hallmark of good front office staff. The front desk employee should be punctual in reporting for their shifts, as well as in the discharge of their duties and responsibilities. The punctuality of employees reflects their commitment to their work.

**4. Courtesy:** The hospitality industry has grown by leaps and bounds in the past decade. Whoever the guest one faces; one must be calm, patient and not be arrogant at all. This is supposed to be the basic quality that should be imbibed in all the staff of the hospitality industry. He/she should be courteous on all occasions and at all times not only towards guests but also towards colleagues and other people. The advantage and necessity of being courteous should be emphasized as it not only help operations but also ensures better relationship.

#### **Courtesy is generally revealed by:**

- Using magic words like Thank you, Sorry, Please, "May I assist you?" I beg your pardon, Pleasure and many more. Using these words puts a great impact on the guest and makes him to feel special for an organisation.
- Greeting the guest as per the time of the day.
- Addressing the guest by his name as this gives him/her recognition and guest gets the feeling of personalised service

**5. Voice Clarity:** Voice shows the reputation or personality of the person as well as of the hotel. Cultivate voice with a smile. Tone of the voice should be cheerful, natural and unhurried, should be able to vary the pitch from time to time to lean to put warmth in voice by responsive, enthusiastic, helpful, interested and attentive.

**6. Physical fitness:** There are no fixed working hours in this field. One must be ready to work for round the clock and even on night shifts. Physical fitness is the utmost requirement for all the staff of hotel industry especially for front-office department because they need to stand for long hours. If an employee is physically fit it translates into energy, enthusiasm, lightness, ability to cope, youth and joy and able to serve the guest with smile and pleasure.

**7. Guest oriented:** Front office staff needs to be sensitive to guest's needs and demands. They should respond to them in a timely manner. Staff must put the customer as their main focus and put all thoughts and actions towards creating positive customer experience. If, the staff is not customer oriented the business of the hotel is likely to decline.

**8. Disciplined:** Disciplined staff provides a great support to the smooth operations of the department as well as of the hotel. Disciplined personnel properly follows house rules and regulations, tries to bring reputation and recognition to the property with his disciplined behaviour.

**9. Honesty and Responsibility:** There are many temptations in a hotel and provides many opportunities to front office personnel for theft of hotel and guest belongings such as money, hotel belongings (stationery items, artifacts, linen items etc. It is the moral responsibility of the employee to be loyal towards the guest and the organisation. They are responsible for not provide hotel's confidential information to other people or competitive hotels.

**10. Basic etiquette:** Immense work pressure, long hours of work and maintaining harmony with the clients forms an essential part of the department. All front line personnel are required to have the ability to communicate or act effectively with certain etiquette and manners.

**Basic etiquettes front office personnel should exhibit includes:**

- a) Greet to the guest with a smiling face as per the day
- b) Attend to guests as soon as they approach and if busy acknowledge his presence and assure him to be attended shortly
- c) If front office staff know the guest in that case address the guest with his surname (Mr. /Ms. Kapoor). It provides the feeling of personalised service to the guest.
- d) Talk politely to guest and use magic words while conversing with him/her
- e) Avoid playing with pen, hair or any other item
- f) Do not scratch oneself or picking the nose or ear etc.
- g) Do not move hands too much while talking to guest
- h) Stand erect
- i) Listen guest carefully and then assist him accordingly
- j) Avoid getting indulge into arguments with a guest

**11. Ability to work in a team:** Teamwork is one of the essential competencies. Results are the responsibility of the entire team and not the team leader alone. Team dynamics have changed over the years. A poor team performance can severely damaged the reputation of the establishment while good team performance directly enhances it

**12. Good technical knowledge:** Professionals can call themselves as such only when they show some physical proof of their knowledge. Employees with their knowledge and skills form the backbone of successful business. Organisations expect the true professional to convert ideas into business opportunities for the hotel. Good technical knowledge and skills makes the guest satisfied and allows hotel to get repeat guests.

**13. Well Organised:** Front desk and lobby are the first areas of contact of guest with the property. Guest evaluates the status of a property by seeing the arrangement of things at these areas. Therefore, front office personnel must have the habit of keeping items in an orderly fashion in order to create good impression on a guest.

➤ **FACTORS AFFECTING STAFFING: SIZE OF HOTEL , LOCATION, STANDARD OF SERVICE, TYPE OF GUEST , LEVEL OF AUTOMATION , FRONT OFFICE WORKSHIFT**

The proper staffing and scheduling for the Front Desk is a variable science. This means that it will be different for each hotel depending on some key factors:

- What are the check-in and check-out patterns? Some hotels have a large all at once rush at the desk, such as an airport or convention hotel, or they can have a slow trickling traffic pattern such as a luxury or leisure hotel.
- What available staffing budget can be supported? Are there supervisors who can fill in and reduce hours or help at peak times?
- The size of the hotel - A larger hotel will have more activity that requires guest support and activity. These hotels require more staff.
- Occupancy Levels - Regardless of the size of hotel, the amount of occupied rooms and when they arrive and depart also is a factor.
- Service Requirements of the Hotel - Some hotels have concierge services, transportation, or may or may not have to have the desk staff also act as PBX and/or Reservations.

**The Formula**

The basic rule of thumb for staffing front office is:

- (2) Minimum positions per shift can cover up to an average 100-150 room checkout
- On slower days, one position can be staffed by a supervisor or management
- Night Audit (11PM-7AM) can be one position unless there are security risks and a second may be added for safety reasons.
- A third position should be added at 150 rooms or more.

Size - Or number of rooms

Under 200 rooms

200 to 399 rooms

400 to 700 rooms

More than 700 rooms

The above categories enable hotels of similar size to compare operating procedures and statistical results.

**2. Target Markets**

Hotel targets many markets and can be classified according to the markets they attempt to attract their guests. The common type of markets includes business, airport, suites, residential, resort, timeshare, casino, convention and conference hotels.

**Business Hotels:** These hotels are the largest group of hotel types and they primarily cater to business travellers and usually located in downtown or business districts. Although Business hotels primarily serve business travellers, many tour groups, individual tourists and small conference groups find these hotels attractive.

Guest amenities at business hotels may include complimentary newspapers, morning coffee, free local telephone calls, Breakfast etc.

Airport Hotels: These type of hotels typically target business clientele, airline passengers with overnight travel layovers or cancelled flights and airline crews or staff. Some hotels might give free transport between hotel and airport. Some Airport hotels also charge the guest by the hour instead of normal daily night charges.

Suite Hotels: These kind of hotels are the latest trend and the fastest growing segments of the hotel industry. Such hotels have a living room and a separate bedroom. Professionals such as accountants, lawyers, businessmen and executives find suite hotels particularly attractive as they can work and also entertain in an area beside the bedroom.

Extended Stay Hotels: Extended stay hotels are somewhat similar to the suite hotels, but usually offers kitchen amenities in the room. These kind of hotels are for long-stayers who want to stay more than a week and does not want to spend on hotel facilities.

Serviced Apartments: Serviced Apartment / Residential hotels provide long-term or permanent accommodation for Guest. Usually guest makes a lease agreement with the hotel for the minimum of one month up to a year. Rooms generally include living room, bedroom, kitchen, private balcony, washing machines, kitchen utensils etc. Unlike normal hotels Serviced apartment only provide weekly one housekeeping service.

Resort Hotels: Resort hotels are usually located in the mountains, on an island, or in some other exotic locations away from cities. These hotels have recreational facilities, scenery, golf, tennis, sailing, skiing and swimming. Resort hotels provide enjoyable and memorable guest experiences that encourage guest to repeat to the resort.

Bed and Breakfast / Homestays: These are houses with rooms converted into overnight facilities, this can size up to 1 to 10 guest rooms. They are also known as 'Home Stay's'. The owner of the B&B usually stay on the premises and is responsible for serving breakfast to the guest.

Timeshare / Vacation Rentals: Another new type or segment of the hospitality industry is the timeshare hotels. These are sometimes referred to as " Vacation-interval" hotels. Timeshare hotels are where the guests who purchase the ownership of accommodations for a specific period. These owners may also have the unit rented out by the management company that operates the hotel.

Casino Hotels: Hotels with gambling facilities are called Casino Hotels. Although the food and beverage operations in the casino are luxurious their functions are secondary to and supportive of casino operations.

Conference and Convention Centres: These type of hotels focus on meeting and conferences and overnight accommodation for meeting attendees. They also provide video conferencing facility, audiovisual equipment, business services, flexible seating arrangements, flipchart etc. These hotels mostly located outside the metropolitan areas and have facilities like golf, swimming pools, tennis courts, fitness centres, spas etc.

### 3. Levels Of service

World class service: These are also called luxury / Five Star hotels, they target top business executives, entertainment celebrities, high- ranking political figures, and wealthy clientele as their primary markets. They provide upscale restaurants and lounges, Valet, concierge services and also private dining facilities.

Mid-Range Service: Hotels offering mid-range or otherwise 3 to 4-star hotels service appeal the largest segment of the travelling public. This kind of hotels does not provide elaborate service and have a adequate staffing. They also provide uniformed service, food and beverage room service, in-room entertainment's and also Wi-Fi etc.

Budget / Limited Service: These hotels provide clean, comfortable, safe, inexpensive rooms and meet the basic need of guests. Budget hotels appeal primarily to budget-minded travellers who want a room with minimum



services and amenities required for the comfortable stay, without unnecessarily paying additional cost for costly services.

#### 4. Ownership and Affiliations

Independent / Single Owner Hotels: They do not have identifiable ownership or management affiliation with other properties. Example of the same would be family owned and operated hotel that is not following any corporate policies or procedures.

Chain hotels: Hotels which are part of a hotel chain and these kinds of ownership usually imposes certain minimum standards, rules, policies and procedures to restrict affiliate activities. In general the more centralised the organisation the stronger the control over the individual property .

##### 1. Backpackers

Typically a younger crowd, these types of travelers are VERY price sensitive and will try to save as much as possible. They will be more interested in tourist sightseeing, popular shops and cafes, and local nightlife.

They will require as much information as possible about the local area, recommended offerings include maps and brochures for local tours, and typically free WIFI available will be the ultimate deal-breaker.

Work with local businesses to provide recommendations and possible discount offers in service.

##### 2. Families

This type of tourist has probably planned this trip well in advance, and wants to maximize their time. They too will be more interested in tourist sightseeing, organized tours, and children friendly activities.

They will require local maps and tour information. This is a great opportunity to offer great value at no cost. Allowing your family guests to register for tours and to pay directly with you will be highly efficient and greatly appreciated.

Work directly with either a local travel or tour agent to set up half and full day tours that picks up guests directly in front of your locale.

##### 3. Seniors

This tourist also will be interested in tourist sightseeing and organized tours, but will put more of an emphasis on staff assistance and transportation.

They will require local sightseeing information, but will also want easy to facilitate options. Having tours that pick up directly at the hotel will again be a plus, but also make sure to arrange any special transportation and tourist services for them at request. Also, it is very important to have a high level of customer service with this type of guest, and checking in on them throughout their stay will be highly appreciated.

Working with a local tourist agent will help facilitate easy tour options. Also, make sure that the staff checks on them to assist throughout their stay.

##### 4. Business travelers

Highly valuable for city hotels, these types of travelers are less price sensitive and put more value on convenience and efficiency. They will be interested in local transportation, food options, and hassle free accommodations.

They typically will want to stay close to mass transit stations, conference and meeting centers, and/or large corporate offices. WIFI again will be a deal-breaker, but may even extend to request use of a printer or other office electronics. Most importantly, they will be more time sensitive and will not want a time delay in any hotel interaction.

Have an efficient management system in place to ensure a quick check-in and to follow up with any requests. If possible, providing a business center room will be a huge benefit.

- **DUTIES OF FRONT OFFICE STAFF: RESEVATIONIS , RECEPTION , INFORMATION ASSISTANT , FRONT OFFICE CASHIER , BELL CAPTAIN , BELL BOY , CONCIERGE , TELEPHONE OERATOR , GUEST RELATION EXECUTIVE , FRONT OFFICE MANAGER , LOBBY MANAGER , BUSINESS CENTRE , NIGHT AUDITOR**

### **RESEVATIONIS**

- Assisting and advising customers who may be choosing from a variety of travel options.
- Making reservations for customers based on their various requirements and budgetary allowances.
- Checking the availability of accommodation or transportation on the customers' desired travel dates.
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest.
- Processing payments and sending confirmation details to customers.
- Sorting out any issues that may arise with bookings or reservations.
- Selling and promoting reservation services.
- Answering any questions customers might have about the reservation process.
- Up-selling, when appropriate, by informing customers of additional services or special packages, such as tour tickets, travel insurance, or upgraded seats/accommodations.
- Providing support to customers who may need to amend or cancel a reservation.

### **RECEPTION**

- welcome and greet guests
- answer and direct incoming calls
- inform guests of hotel rates and services
- make and confirm reservations for guests
- ensure proper room allocation
- register and check guests in
- confirm relevant guest information
- verify guest's payment method
- verify and imprint credit cards for authorization
- issue room keys and direct guests to their rooms
- maintain clear and accurate records of guest room bookings
- compute all guest billings, accurately post charges to guest rooms and house accounts
- receive and transmit messages for guests
- retrieve mail, packages and documents such as faxes for guests

- listen and respond to guest queries and requests both in-person and by phone
- provide accurate information about local attractions and services
- liaise with necessary staff including housekeeping and maintenance to address any problems or complaints made by guests
- complete and maintain any incident reports, daily activity reports or other reports requested by management
- manage conference room bookings and scheduling
- close guest accounts and check guests out
- review accounts and charges with guests during the check-out process
- process accurate payment of guest accounts
- inform housekeeping when rooms have been vacated and are ready for cleaning
- monitor visitors to the hotel
- enforce rules and policies of the hotel
- maintain a neat and orderly front desk and reception area

#### **INFORMATION ASSISTANT**

- Register & process guests and their assigned rooms
- Accommodate guest requests
- Communicating with hotel staff on the status of guest rooms
- Up Selling guest rooms and promoting hotel services
- Handling cash payments
- Maintain a clean and neat front desk area

#### **FRONT OFFICE CASHIER**

- Operates front office posting software.
- Obtains the house bank and keeps it balanced.
- Completes cashier pre-shift supply checklist.
- Completes guest check-in procedures.
- Clarifies customers question or concerns about the charges on their bills.
- Maintains adequate supplies of outlet stationery for cashiers.
- Assists with distribution of month end reports as directed by accounts or front office manager.
- Attends meetings as required.
- Maintains a track of all high balance guests.
- Check and follow up on all bills on hold.
- Check the billing instructions are correct for all expected departure guests setup required auto routing or auto transfer on the PMS / Guest folio.
- Give on the Job training for new staffs.
- May also perform a variety of banking services for guests, Such as check cashing and foreign currency exchange.
- Follow up on all deposit dues / deposit to be paid.
- Post charges to guest accounts.
- Handles paid-outs.
- Transfer guest balances to other accounts as required.
- Cashes checks for guests following the approval policy.
- Completes guest check-out procedures.
- Settles guest accounts.
- Dispenses guest records after the guest checkout
- Handles cash, traveller's cheque, credit cards and direct billing requests properly.

- Front office cashiers assume responsibility for any cash used in processing front desk transactions.
- Posts non-guest ledger payments.
- Makes discount adjustments.
- Disperses guest record upon check-out.
- Balances department totals at the close of the shift.
- Balances cash at the close of the shift.
- Manages safe deposit boxes.
- Assists Front desk staff on check in as an when required.

### **BELL CAPTAIN**

- Maintain a good working relationship with all Front Office employees and ensure guests are greeted upon arrival in a professional and friendly manner and offer assistance at all times
- Maintain a good working relationship with all Bellboys
- Maintain an awareness of guest profiles through the Opera guest profile system
- Supervise the activities of the Bellboys, ensuring that the guest luggage is carried from arrival point to room and from room to departure point on checkout
- Handle all messages, mails and packages for guest and employees, ensuring they are delivered at the appropriate time and stored if necessary in a systematic and efficient way
- Establish and control the duty roster in accordance with business needs
- Maintain an up to date knowledge of the hotel services and communicate this to subordinates so they can supply information and respond to guest queries.

### **BELL BOY**

- Uploading and Loading the Luggage.
- Handling Guest Luggage on Arrival and Departure.
- Entering and Leaving Guest's Room.
- Escorting and Directing Guest.
- Rooming the Guest.
- Arranging Transportation.
- Delivering Message, Mail or Parcel to the Guest's Room.
- Handling Lost and Found Items.

### **CONCIERGE**

- Greet guests at the front desk and make suggestions for entertainment, dining and other engagements as appropriate
- Make reservations at local establishments upon request of the guest
- Prepare and display beverage and snack options for guests in the lobby
- Assist with the organization of on-site events, such as weddings and corporate retreats
- Direct guests to hotel amenities, including laundry and fitness facilities

## **TELEPHONE OPERATOR**

- Answers incoming calls.
- Directs call to guest rooms, staff, or departments through the switchboard or PBX system.
- Places outgoing calls.
- Receives guest messages and deliver the same to the guest.
- Logs all wake-up call requests and performs wake-up call services.
- Provides information about hotel services to guests.
- Understand the telephone operator board or PBX switchboard operations.
- Provides paging services for hotel guests and employees.
- Knows what action to take when an emergency call is required.
- Monitors automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.
- Assists in reporting telephone equipment or service complaints and problems.
- Following telephone etiquette (! Must read).
- Trains or assists with training new telephone operators in performance of job duties.
- To be fully aware of and adhere of health and safety, fire and bomb threat procedures.
- Multitasking abilities will always come in handy, because a switchboard operator may be asked to do other jobs as well.
- Must be polite and courteous while answering the phone.
- Open and close telephone functionality on the hotel front office software.
- Keep records of calls placed and received by all departments and recording the call charges.
- Setup conference calls in different locations and time zones.
- Update directory information on the front office software.
- Provide relay service for hearing-impaired guests.
- Provides a paging service for hotel guests and employees. Process guest wake-up calls.

### **GUEST RELATION EXECUTIVE**

- Welcome guests during check-in and giving a fond farewell to guest while checkout.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Should possess detailed information about the Hotel, city as well as the competition.
- Detailed information regarding arrivals and room requirements.
- Have up to date information on daily room occupancy
- Providing excellent customer service as per hotel standards.
- Greeting guests as they enter and exit the hotel.
- Providing information regarding the Hotel, town attractions, activities etc.
- Check on VIP reservations, complete their pre-registration formalities.
- Allocate rooms to all arriving guests.
- Maintain up-to date information on room rates, current promotions, offers and packages
- Maintain all guest folios in the manner instructed and type out necessary guest likes and dislikes to the appropriate fields on the profile.
- Co-ordinate with housekeeping for clearing of rooms.
- Collect Guest feedback during guest departure along with his likes and dislikes.
- Perform basic cashier activities as and when required.
- Maintain guest lockers for safe custody.
- Ensure that all check-ins and check-outs are handled smoothly without unnecessary delay or discomfort to any guest.
- Give proper and complete handover to the next shift
- Should be able to handle all guests without bias or prejudice.
- Follow the house rules and policies laid down by the management.

- Adhere to strict staff grooming and hygiene standards.
- Consciously and continuously strive to better his/ her skills and increase his/ her knowledge.
- Good command of the English language is essential, both written and verbal
- Must possess strong organization time management skills, attention to detail.
- Must be guest service focused and a team player.
- Positive attitude and outgoing personality is essential.
- Must be able to work shifts - days, evenings, weekends and holidays.
- Ability to relate well to Hotel guests and employees.
- Professional in demeanour and presentation.
- Personable, enthusiastic, self-motivated and able to work independently.
- Observant, discriminating and detail-oriented
- Ability to understand and carry out oral and written instructions and request clarification when needed.
- Strong interpersonal and organizational skills.
- Able to work morning, evening, weekend, holiday, and overnight shifts.

### **FRONT OFFICE MANAGER**

- Managing and training the Front Office staff
- Ensuring the front desk provides a professional and friendly service for guests
- Dealing with guests
- Arranging staff scheduling
- Acting as liaison between General Manager and staff
- The Front Office is the area of the hotel where guests form their first and last impressions of the hotel – this makes it really important for the Front Office Manager to work hard to create a pleasant experience for guests to ensure their return.

## **LOBBY MANAGER**

- Greets the VIP guests of the hotel. As directed by the Front office Manager, Performs special services for VIP Guest's.
- Assists in VIP's arrival departure in absence of guest relation officers.
- Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behaviour.
- Checks on registration cards of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
- Assists in sending guest messages or faxes.
- Gives the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no- shows
- Assists in handling room lock problems.
- Prepares and checks for VIP's arrival and escorts guests to rooms.
- Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
- Operates the front office computer system in order to assist front office attendants.
- Checks group department, fit and ensure switchboard makes appropriate wake up calls.
- Handles guest complaints and other related problems and reports on the Assistant Manager's log book.
- Assists reception, business centre, cashier, concierge and bell captain during they are busy.
- Answers guests inquires, handles complaints and attend to the needs of the guests.
- Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
- Authorises charges to be made for late departures and/or compliments on them.
- Promotes and maintains good public relations.
- Motivates and maintains good staff relations.
- Maintains and be guided of hotel policy on credit/lost and found hotel guests properties.
- Follows up in credit check report, liaise with credit manager.
- To responsible for front office operation during the absence of Front Office Manager (HO).



- To discuss all matters that needed to follow up with the next shift Reception Manager.
- Approves the working schedule for the front office attendants and submits them to front office manager (HO).
- Conducts and ensures the neat of appearance of front office attendant as well as correct attitude and behaviour, discusses problems that encountered on this point with front office manager, assistant front office manager and their shift leaders.
- Assigns and Approves Duty roster for all Front desk staffs.

### **BUSINESS CENTRE**

- Promote a helpful and professional image of the Business Center facilities to the client and give full co-operation to any costumer requiring assistance with a prompt, caring and helpful attitude
- Prioritize duties and perform accordingly, ensure guest requirements and urgent correspondence is handled immediately with speed and efficiency
- Take care of guest's personal requests such as flight re-confirmation, meeting schedules, secretarial liaising requirements etc.
- Maintain a systematic and organized filing system and regularly check, update and reorganize cabinets when required
- Type reports, letters, memos, forms and correspondence, including those of a confidential nature, invoices and invitations
- Prepare photocopies, courier services of documents and parcels for the hotel guests
- Maintain reference library of business guides, maps, etc. for hotel guests
- Maintain all business machines in the department

### **NIGHT AUDITOR**

- Greet guests upon arrival, check them in and provide them with any information they need to enjoy their stay
- Process invoices, post checks to vendors and distribute employee checks
- Respond to guest complaints, requests and emergencies
- Reconcile all accounts in a timely manner
- Verify that all EOD work has been performed by other departments
- Schedule guest wake-up calls and reservations for the following day
- Respond to guest inquiries, concerns and complaints as needed
- Answer phones and place reservations