



## *Employee Requisition Form*

**Position to Be Filled:** Front Desk Supervisor

**Purpose:** Responsible for, during a specific shift, the successful overall coordination and direction of the Hotel Front Desk.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Implements an effective strategy of organization for the Front Desk of the Hotel, ensuring maximum guest service and satisfaction.
- Achieves short and long term financial and operational plans that correspond to the overall goals of the Hotel.
- Manages the room inventory function to maintain highest possible room occupancy and average daily rate.
- Maintains procedures for credit control, handling of financial transactions, security of monies, guest security, and emergency procedures.
- Guides and supports Front Desk Agents in daily responsibilities.
- Supports Guest Services Reps, VIP Services, and Bell staff in daily responsibilities.
- Reviews departmental guest complaints, ensuring corrective action is taken.
- Prepares various departmental reports, including the daily forecast of arrivals and departures.
- Controls the suite bookings, to ensure suites and special room blocks are handled correctly. Communicates with other departments to ensure proper handling of guests and groups.
- Properly trains team members.
- Monitors associate's performance during their shift. Providing coaching and counseling when necessary.
- Complete and issue performance reviews.
- Ensure compliance with all Human Resources policies and procedures, promoting an environment that treats all people with respect, and prohibits discrimination and harassment of any kind.
- Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
- High school diploma or general education degree (GED) required.
- Associate degree preferred but not required.
- Minimum of two (2) years prior Supervisory experience in Guest Service-related position.
- Minimum two (2) years Front Desk experience, preferably in a full-service Hotel.
- Must have working knowledge of Microsoft office products, to include Word, Excel, and Outlook.

**Reports To:** Front Desk Manager  
**Starting Rate of Pay:** D.O.E  
**Approximate Hours:** 40  
**Filling Deadline:** Open Until Filled

