



## *Employee Requisition Form*

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

**Purpose:** Responsible for, during a specific shift, the successful overall coordination and direction of the Hotel Front Office and Front Services, ensuring the agents provide consistent exemplary customer service. Responds to guest inquiries and complaints.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Lead, direct, and develop a team of employees to accomplish daily, quarterly, and annual goals.
- Guides and supports Front Office and Front Service Agents in daily responsibilities.
- Implements an effective strategy of organization for the Front Office and Front Services of the Hotel, ensuring maximum guest service and satisfaction.
- Responsible for ensuring the prompt service of hotel reservations, guest registration, vehicle handling and luggage handling.
- Maintains a working knowledge of the Tachi Palace Casino Resort facilities, as well as special events on property to advise guests of same, whenever possible.
- Monitors associate's performance during their shifts. Providing coaching and counseling when necessary.
- Creates work schedule to always ensure adequate staffing to provide the highest quality service.
- Reviews departmental guest complaints, ensuring corrective action is taken.
- Maintains procedures for credit control, handling of financial transactions, security of monies, guest security, and emergency procedures.
- Ensures that customer vehicles are moved in the safest and most efficient way possible.
- Maintains the security of the key system for the vehicles parked in the valet area.
- Responsible for reporting the statistics of number of cars moved and number of cars parked.
- Prepares various departmental reports, including the daily forecast of arrivals and departures.
- Ensure all paperwork completed by subordinates is filled out correctly and all incoming calls are properly documented.
- Attend staff meetings to discuss company / hotel policies, guest issues and provide feedback on recommendations for improving services and operational efficiency.
- Work closely with hotel management to ensure room rates are properly loaded.
- 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.
- High school diploma or general education degree (GED) 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.
- Knowledge of general office equipment such as multi line telephone systems, 10 key calculators, copiers, and facsimiles.

**Reports To:** Front Desk Manager

**Approximate Hours:** 40

**Filling Deadline:** Open Until Filled

