

ShieldHOTELS

Position Title: Front Office Supervisor

Reports To: Guest Service Manager

Date Written/ Revised: 3/21/2025

Position Purpose:

Oversee all Front Office Operations to insure profitability, control costs and quality standards to insure total guest satisfaction.

Examples of Duties:

- Manage and motivate all front office personnel with the daily supervision to include staffing, training, scheduling and visually monitoring performance to ensure adherence to all service and productivity standards to provide guest satisfaction.
- Check and control room reservations, front office systems, supplies inventory, scheduling, forecasting and department budget to maximize revenue. Compile and prepare financial reports, including: rate and availability calendar.
- Communicate with guests and employees both verbally and in writing to answer questions and provide clear direction in advising and instructing staff in details of work. Organize, conduct and/or attend meetings to obtain and disseminate pertinent information.
- Implement and monitor all corporate marketing programs
- Organize and conduct pre-shift and departmental meetings to disseminate pertinent information. Attend other hotel meetings as deemed necessary
- Perform room inspections which requires bending, stooping, reaching overhead and moving throughout guest floors.
- Assists in check in/ check out of guests or any related guest service activity.
- Participates in Manager on Duty program requiring weekend stayover, constant monitoring throughout hotel and trouble shooting problems.

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Other:

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.
- Complete all other duties as assigned

Specific Job Knowledge, Skills, and Abilities:

- Considerable knowledge of computer systems for registration, reservations and back up systems.
- Above average mathematical comprehension to understand and interpret numbers as they apply to operations in hotels.
- Ability to read, write, speak and understand the English language to communicate with guests and employees.
- Thorough organization and supervisory skills proficient in accomplishing the task.
- Ability to develop subordinates to enhance advancement in the hotel and corporation.
- Ability to analyze complex statistical data and make judgments accordingly.

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- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger, collect accurate information and resolve conflicts.

Grooming Standards:

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.