

FRONT OFFICE OPERATION MANUAL

Division	Rooms Division	Department	Front Office
Position	Senior Receptionist	Page 01 of 2	
Supervisor	Front Office Manager		
Applies To	Hotel Stella Maris Villasimius – Sardegna – Italia		
Prepared :	Sherif Noaman	Approved :	

Purpose:

Responsible to the Front Office Manager or Assistant Front Office Manager for the Supervising of the Front Desk Operation and Coordinate its Activities with other Hotel Departments, provide supervision to the reception staff, and interact and coordinate with the Hotel Guest as appropriate, cooperate with other front office sections and other Hotel Department through the assigned communication methods.

Duties & Responsibilities:

- Supervise the Guest Service Agents and Bell Staff , Responsible for their Good Appearance and Conduct.
- Supervise and participate in all activities related to the process of rooming Hotel Guests.
- Ensure that all Guests receive a courteous welcome upon check in.
- Ensure Proper Shift Hand Over , Revising the Shift Duties List completed Efficiently.
- Supervise and Coordinate room assignment with concerned Front Office Sections and other Hotel departments.
- Check all Registration Cards before Filing.
- Ensure that Billing Instructions are accurate and clear.
- Make Necessary arrangements for groups check in – Out.
- Ensure Proper Handling of O.O.O Rooms with Engineering and House keeping Departments.
- Prepare and submit all reports requested by the Front Office Manger.
- Handle Complaints with immediate action and through Proper follow up.
- Ensure Housekeeping reports are accurate and checked with the discrepancy reports.
- Acts as a Salesperson in order to maximize the Rooms revenue.
- Provides Inputs for Departmental Meetings.
- Establish and maintain effective employer relations.
- Supervise Room / Rate change closely.
- Ensure proper Handling of Guest Mail , Messages and Parcels.
- Ensure Proper Key Control.

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Table of Contents Goconcierge Manual Training

1. Understanding the eBook Goconcierge Manual Training
 - The Rise of Digital Reading Goconcierge Manual Training
 - Advantages of eBooks Over Traditional Books
2. Identifying Goconcierge Manual Training
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Goconcierge Manual Training
 - User-Friendly Interface
4. Exploring eBook Recommendations from Goconcierge Manual Training
 - Personalized Recommendations
 - Goconcierge Manual Training User Reviews and Ratings
 - Goconcierge Manual Training and Bestseller Lists

5. Accessing Goconciierge Manual Training Free and Paid eBooks
 - Goconciierge Manual Training Public Domain eBooks
 - Goconciierge Manual Training eBook Subscription Services
 - Goconciierge Manual Training Budget-Friendly Options
6. Navigating Goconciierge Manual Training eBook Formats
 - ePub, PDF, MOBI, and More
 - Goconciierge Manual Training Compatibility with Devices
 - Goconciierge Manual Training Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Goconciierge Manual Training
 - Highlighting and Note-Taking Goconciierge Manual Training
 - Interactive Elements Goconciierge Manual Training
8. Staying Engaged with Goconciierge Manual Training
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Goconciierge Manual Training
9. Balancing eBooks and Physical Books Goconciierge Manual Training
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Goconciierge Manual Training
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Goconciierge Manual Training
 - Setting Reading Goals Goconciierge Manual Training
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Goconciierge Manual Training
 - Fact-Checking eBook Content of Goconciierge Manual Training
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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