

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.

Event Concierge Training Manual

Wenbin Ji



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