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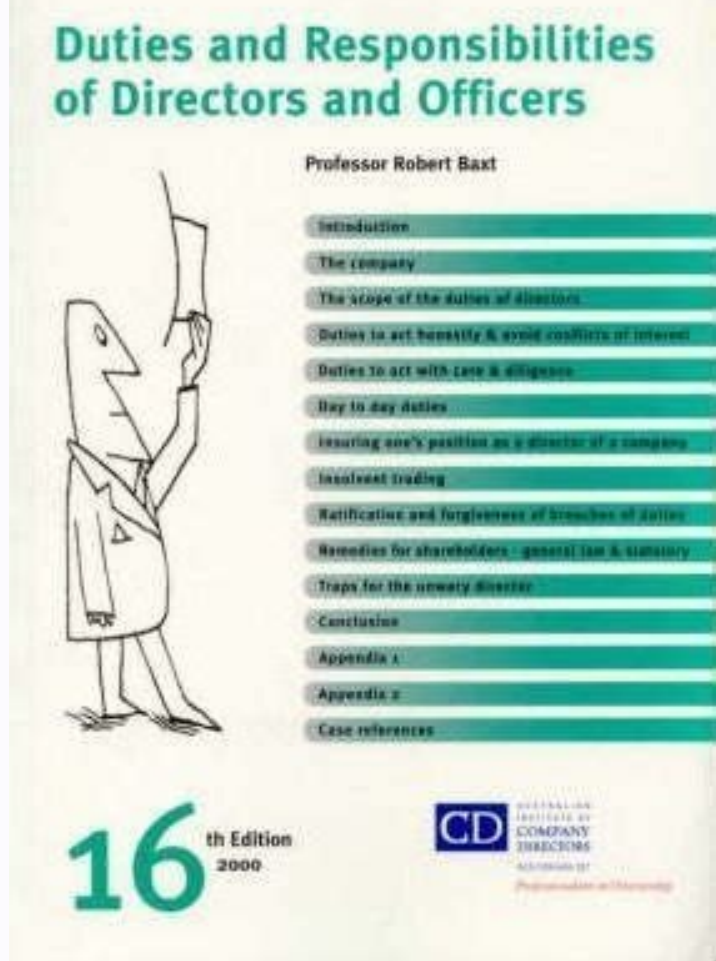
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Duties and responsibilities of front office staff pdf

What are the responsibilities of front office staff. What are the duties and responsibilities of the front office staff. Front office staff job description. Duties and responsibilities of front office.

The front office is considered the face of the hotel, and it plays a significant role in creating a positive impression on guests. In this blog, we will discuss the duties and responsibilities of the front office department in detail. The front office department is responsible for managing the first point of contact with guests. It includes receptionists, bellhops, concierges, and other guest-facing staff. They are responsible for providing quality service to guests and ensuring that they have a pleasant stay at the hotel. Front Office Department Duties and Responsibilities The front office department has several duties and responsibilities that ensure smooth operations and excellent customer service. Here are some of the primary duties and responsibilities:

1. **Guest Check-in and Check-out** One of the primary responsibilities of the front office department is to handle guest check-in and check-out. The front desk staff welcomes the guests, verifies their reservation, and provides them with the necessary information about the hotel's amenities and services.



Reservation Management The front office department is responsible for managing hotel reservations. They keep track of the number of rooms available, take reservations, and provide guests with confirmation of their bookings.

3. **Handling Guest Requests and Complaints** The front office department is responsible for handling guest requests and complaints. They must promptly address guest concerns and ensure that guests are satisfied with the services provided. 4. **Cash Management** The front office department handles cash management, including maintaining accurate

Records or cash and credit transactions, processing payments, and ensuring that all transactions are properly recorded.

5. **Safety and Security** The front office department is responsible for ensuring the safety and security of guests and hotel property. They must maintain a log of all guests entering and leaving the hotel, monitor the CCTV cameras, and ensure that all safety procedures are followed. Duties & Responsibilities in detail of various roles in the Front office 1)

Front Office Manager One of the most important functions of the Front Office Manager is Time Management. The nature of the Front Office job is such that he is almost always crowded with various jobs and he often loses control over his time. He should be able to match the job needs to time available for effective and efficient performance. Time is a unique resource (24 hrs a day) and in highly perishable resources and its supply can't be increased. For maximum utility, the manager should first understand how he is utilizing his time currently and then decide how he should spend his time. Further, he should be able to identify the wastage of time that he is doing currently He should then master his time wasters. After this, he should make a new plan of action and then make sure he follows that.

He should be able to fix the priorities of the job.

Administrative assistant job description

I Types of Administrative assistant job description

1. Administrative vice president
2. Administrative director
3. Administrative manager
4. Administrative assistant manager
5. Administrative assistant
6. Administrative officer
7. Administrative coordinator
8. Administrative clerk
9. Administrative associate
10. Administrative executive
11. Administrative supervisor
12. Administrative specialist
13. Administrative consultant
14. Administrative agent
15. Administrative leader
16. Administrative analyst
17. Administrative controller

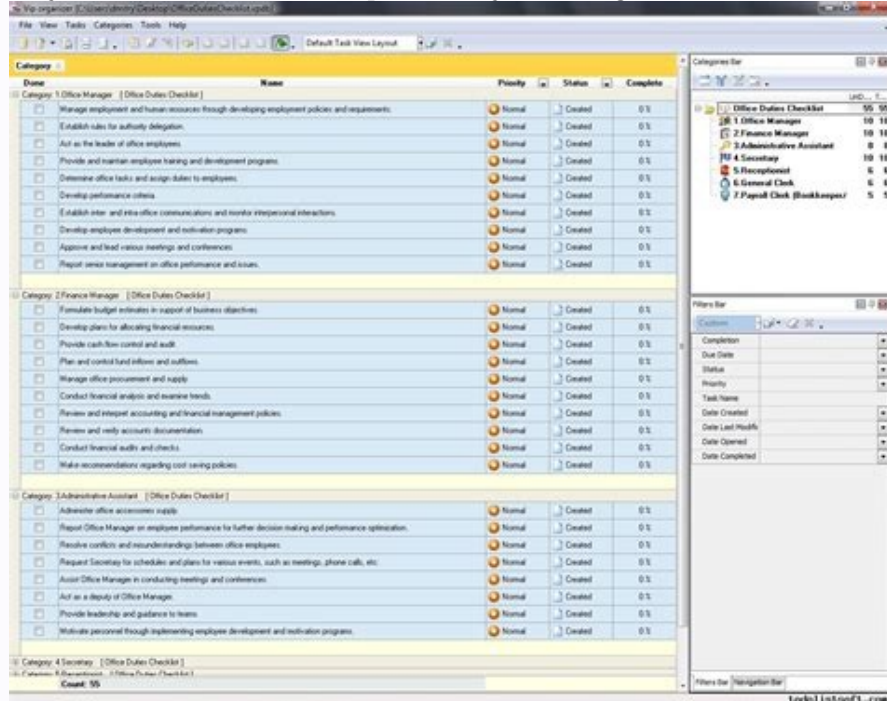
II Key job tasks of administrative assistant

1. Receive and file incoming letters, documents
2. Supply and manage office equipment, machines or properties to staff and manufacturers, kitchen facilities.
3. Schedule meeting if any
4. Welcome/Receive visitors relating to work
5. Mail, water for Employees
6. Manage administrative department, maintain a safe and secure work environment, Develop and maintain good working relationships with all relevant local governmental bureau, agencies and authorities
8. Maintain office procedures, plan and implement office systems, layouts, and equipment procurement.
9. Ensure rules and regulations in place regarding working hours, kinds, office closure and communication about security
10. Create, control and monitor all administrative requirements of other departments.
11. Prepare financial plans, budgets and forecasts.
12. Record, monitor expenses, raise monthly invoices

For proper analyses, he should keep a record of the time spent on tasks and daily/weekly time spent on them and for this, he should prepare a work distribution chart for each task. He should identify key result areas of his job for effective performance. Assess the desirable time against each activity and note in the work distribution chart. The activities showing a wide difference between actual and desirable are possibly time problem areas of the manager. Further, he should understand that some of the time-wasters are: Interruptions Meetings Crises Management Lack of objectives, priorities, and deadlines Personal disorganization, Ineffective delegation Indecision and procrastination Complicated procedure and Commuting etc. The strategies for Time Management include and means Increase your discretionary time Be time conscious Plan days work Hold priority meetings Have prime time for "A" class jobs Fragment workday Do one job at one time Say frank No if need be Use time-saving equipment Delegate work Develop self Keep diary etc.

Further making a daily plan of action is important by outlining work for the next day at the end of each day. Listing all activities for the next day under the ABC category as per the urgency and importance of the job.

List activities that should be carried out and timed at which they can be best done. It is important to make flexible plans to fit in emergencies. Next, follow the plan and at the same time review the plan from time to time for any changes and improvements. Here it is important to note that as per scientific deductions normally a person works only for 16 years and 8 months in a span of 70 years of age and hence time management is very important. In addition to this job description of a front office manager include the following Directs and coordinates the activities of the front office department, which includes room reservations, guest room assignments, mail, and information.



Reports to the management (either manager or executive assistant WW) and is, wholly, responsible to him for the daily functions of the front office. Maintains and/or develops applicable operation procedures involving both convention and non-convention reservations, controlling of open and closed dates, availability and condition of rooms and suites, guest arrival patterns, control of keys, receipt, and flow of mail and messages to ensure efficient methods and liaison between department sections and shifts. Must understand the functions of, and be able to cooperate with closely related departments such as front office cashiers, assistant manager, credit, sales, housekeeping, service, and inter-hotel reservations. Meets with executive management and supervisors from these and other departments at regular intervals to plan and coordinate hotel housing activity. Works closely with various convention group secretaries to aid their planning of arrival and guest housing. Meets with individual guests or convention group representatives on problems of room assignment, price, and location. Prepares reports to the management and other supervision relative to anticipated rooms occupancy, reservation pattern, expected check-in, and out. Responsible, along with the personnel department, for the employment and training of staff. Aids and promotes in carrying out hotel-employee relation policies such as courtesy program, work performance records, vacations, etc. Assists front office manager in supervising and coordinating the day to day operations of the front office staff and resolves internal problems.



Co-ordinates staffing of mail and information and reservation clerks with their supervisors. Arranges schedules of room salespeople. Liaises with the sales department for present and future convention and group bookings. Corresponds with future guests and blocks suites and special requests for large conventions. Deals with problems arising from guest complaints and reservation and room assignment activities. Interviews and hires applicants. Responsible also for any miscellaneous duties assigned by the front office manager. Assumes the responsibilities of the front office manager upon his absence. Supervises and answers inquiries of reservations agents. Arranges schedules of reservations agents. Maintains close liaison with secretaries of major companies that do business with the hotel. Frequently called upon to entertain these secretaries. Types and processes reservation requests received by phone, telegraph, a letter at Is responsible for accurate and effective handling of reservation tally sheet. Advises and informs the front office manager or assistant on the duty of a significant increase or decrease of reservation tally, which could affect the hotel's open or close status. Types and files reservation slips. Types confirmation slips. Trains new agents in all aspects of the above. Supervises and coordinates activities of filing clerks. Opens and routes all mail addressed to the front office.

