

## Position Description

Vacancy Title: **Front Office Supervisor**

Location: **Suva**

Reports To: **Manager Hotel Operations (v 1.00)**

### Objective

The Hotel Front Office Supervisor is responsible for overseeing the daily operations of the front desk department and ensuring efficient and exceptional guest service. S/he assists the Duty Manager in training and motivating the front desk team to deliver a seamless check-in and check-out experience for guests, handle inquiries and complaints, and maintain a positive and professional atmosphere in the lobby area. The role reports to the Manager Hotel Operations.

### Outcomes

#### Organisational Stakeholders

#### 1. Oversight of efficient front office services ensured

- Proper etiquette and professionalism maintained at all times - Courteous, helpful and overall pleasant demeanor demonstrated
- Effective guest relations
  - Guests are greeted, served and are directed appropriately
  - Reservations and bookings are recorded and followed up in line with hotel policies and procedures
  - Guests issues and complaints are resolved, guest satisfaction ensured
  - Opportunities are proactively sought to enhance the guest experience and implement necessary improvements
- Efficient switchboard operations ensured;
  - Incoming calls are answered promptly, and enquiries handled as best as possible or are referred to appropriate/relevant staff
  - Outgoing calls are connected for staff as requested and registered
  - Messages are recorded and relayed efficiently by appropriate mediums
- Enquiries and incoming requests from guests/customers are responded to in a timely manner as and when required
  - Issues are resolved both promptly and thoroughly
  - Guests and customers are advised appropriately on matters pertaining to them in accordance with set policies and procedures
- Effective front desk operations
  - Assist in scheduling front desk shifts to ensure adequate coverage during peak hours and special events.
  - Monitor and maintain accurate guest accounts, room availability, and reservations.
  - Conduct regular audits to ensure adherence to cashiering, billing, and other front desk procedures.

#### 2. Effective coordination and facilitation of administrative tasks and duties

- Efficient data entry and upkeep of the hotel logs
- Finance functions including manning the cash register, purchasing, logging payments, etc., are carried out in line with YLCL policies and procedures
- Hotel activities including meetings and private events are coordinated with relevant staff and stakeholders to ensure successful delivery
- Administrative functions effectively provided
  - Photocopying ensured
  - Systematic filing and storage of correspondences and documents developed, secured, and maintained efficiently
  - Office equipment and supplies are monitored and requested for purchase through proper systems
- All mail, packages, etc., are received/dispatched, recorded, and sorted appropriately
  - Outward register/dispatching correspondence maintained; Deliveries are signed off; EMS pick-up and hand delivery mail are arranged

#### 3. Teamwork and cooperation

- Cooperation within the team and greater function / department
- Collaborative work to achieve the set targets and goals

#### 4. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

### Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Communication	Exchange information through verbal communication

#### Customer

Competence	Description
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Quality Focus	Deliver quality.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Hospitality and Tourism, Business, tourism reservations and/or basic Marina management	

Work Knowledge and Experience

- Excellent communication skills - verbal and written, with the ability to express thought and ideas clearly
- Proficient in the use of MS Office Suite
- Excellent computer skills and the ability to use new technology and basic office equipment
- Strong organisational and planning skills with the ability to multi-task, undertake work in a diligent, conscientious, and meticulous manner
- Excellent administrative skills, meet deadlines through an organised approach to work with the ability to prioritise and manage workloads
- Proven experience in front desk operations within a hotel setting, with at least 5 years in a supervisory role.
- Proficient in using hotel management systems and software.
- Ability to work flexible hours, including evenings, weekends, and holidays.

Requirements

- Language Proficiency
- Excellent command of English
  - Conversant in local languages, desirable

Regulatory Compliance Requirements

- Police Clearance

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
External		
	Customers	
	Relevant stakeholders	
	Suppliers	
	Community	
	Guests	

Attributes

- Behavioural Styles
- Detail oriented
    - Attends to the small elements of a task/activity, ensuring completeness and accuracy.
  - Punctuality
    - Completes a required task or fulfills an obligation before or at a previously designated time

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
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Interpersonal Styles

Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Perceptive	Shows keen insight and understanding of issues or situations.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 19 Jul 2023