

Hotel Teatro  
Position Description

<b>Position:</b> Front Office Supervisor	<b>Department: Rooms Division</b>
<b>Status:</b> Non-exempt	<b>Reports to: Front Office Manager</b>

### Position Summary:

The front office supervisor oversees the daily operations of the front desk and staff in the absence of the front office manager, as well as performs the job functions of a front desk agent.

### Essential Functions of the Job:

- Approaches all encounters with guests and employees in a friendly, professional, and service-oriented manner.
- Welcomes guests with a smile and attends to every request with diligence.
- Checks guests into and out of the hotel.
- Assists with guest questions or concerns in every way possible.
- Settles guest accounts and performs various monetary transactions upon request.
- Assists the front office manager in any task assigned.
- Assists in training new agents.
- Checks day-ahead arrivals.
- Updates VIP status and blocks VIP rooms.
- Assists in creating the weekly schedule and other functions as instructed by the front office manager.
- Supervises the care of equipment, minimizing waste, breakage and misuse.
- Assists agents when dealing with guest issues, involving upper management when necessary.
- Helps coordinate and contributes input to required meetings.
- Sets standard for the staff-upholding the requirements of AAA and Mobil as well as standards communicated by upper management.
- Communicates effectively and immediately any situations which may require management assistance.
- This may include employee-related issues as well as guest issues.
- Assist in maintaining cleanliness of office areas.
- Maintains accurate billing and checkout documentation including allowance slips (signed by a supervisor or manager), for all transactions.
- Takes immediate corrective action when guests' needs are not met and logs all guest inconveniences using the Red Log format.
- Maintains professional appearance and conduct at all times.
- Coordinates the training of new front office personnel and assists with training of newly implemented procedures.
- Assists in documentation leading to disciplinary action of the reception desk agents.
- Demonstrates working knowledge of safety and fire procedures.
- Assists in emergency and security procedures as directed by management and the established emergency plan.
- Completes employee injury and hotel incident reports when necessary.
- Performs miscellaneous tasks as assigned by management.

**Additional Job Duties:**

- Completes delegated tasks and projects; assists other departments as business volumes and staff levels demand.
- Completes supervisor checklist and ensures agents complete their checklists; informs management if there is anything that time does not permit.
- Reports to work in a neatly groomed and acceptable manner as outlined in the employee handbook and departmental rules.
- Enforces and complies with all policies and procedures for Hotel Teatro.
- Reports to shift on time.

**Physical requirements of the position include:**

- Ability to stand continuously for the duration of the shift (eight hours).
- Ability to lift small packages (under 40 pounds).

**Education, Experience, Skills:**

- High School diploma or equivalent, college exposure is recommended.
- Minimum of 1 year related supervisory experience.
- Knowledge of guest services in a luxury hotel setting preferred.
- Good command of English language.
- Ability to work with and manage people effectively.
- Ability to multitask and work in mentally demanding situations.
- Impeccable appearance.

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*Employee's Signature*

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*Date*

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*Manager's Signature*

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*Date*

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*HR Initials*