

**Hotel Teatro
Position Description**

Position: Assistant Front Office Manager	Department: Front Office
Status: Exempt	Reports to: Front Office Manager

Position Summary:

The Assistant Front Office Manager oversees the reception desk, concierge, and night audit staffs. The Assistant Front Office Manager also works with the rooms, sales, and food and beverage management in coordinating daily activities, meetings, and group activities, ensuring the highest levels of guest satisfaction through effective management and proper staffing levels.

Essential Functions of the Job:

- Assist Front Office Management in the daily supervision of front office staff, including guest service delivery and administrative efficiency.
- Manage front office in the absence of the Front Office Manager to ensure that proper guest service is provided.
- Represents the hotel and executive management to employees, guests, visitors, and vendors.
- Keep the Front Office Manager aware of all front office situations that occurred during the shift.
- Assist in the training new front office staff and assist in providing on-going training to front office staff.
- Assist in monitoring cash flow and credit operations of the desk while maintaining accuracy in account handling..
- Maintain key control as well as guest security and confidentiality.
- Perform Front Desk Agent/Supervisor duties and responsibilities as per assigned shift.
- Maintain room inventory by keeping abreast of all revenue lost through out-of-order rooms, and/or maintenance problems. Resolve such problems in a timely basis with Maintenance, Housekeeping and if necessary Accounting.
- Be knowledgeable regarding front office and hotel emergency procedures and appropriate actions to take for such emergency situations.
- Use a sense of discretion and professionalism when handling guest complaints, make adjustments on accounts when warranted.

- Be the Hotel standard bearer for professionalism, appearance, service, and success to the Hotel staff.
- Conduct all other duties, responsibilities, actions and activities that are inherent in an Assistant Front Office Manager position, and required duties as expressed in the FOM position description.

Additional Job Duties:

- Completes delegated tasks and projects; assists other departments as business volumes and staff levels demand.
- 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.
- Reports to shift on time.
- Enforces and complies with all policies and procedures for Hotel Teatro.

Education, Experience, Skills:

The desired qualifications of the Assistant Front Office position include but are not limited to:

- 3 years of related experience in a supervisory role within a hotel.
- Ability to train, mentor and monitor new employees.
- Computer literate preferred.
- Cash handling and credit card processing experience.
- Ability to interact in a professional and courteous manner with a broad cross-section of guests.
- Ability to maintain guest confidentiality and security.

Physical requirements of the position include:

- Ability to withstand extreme variations in weather and temperature.
- Able to physically do all jobs that report to this job position.
- Requires sitting and/or standing for long periods.
- Requires standing, walking, lifting, carrying, pushing, pulling, climbing, stooping, kneeling, crouching, reaching, handling, talking, hearing and seeing.
- Must be able to exert physical effort in transporting 50 lbs. on occasion.
- Must be able to endure various physical movements throughout work areas.
- Work 10 to 12 hour days often.
- Able to stand high levels of stress.

Employee's Signature

Date

Manager's Signature

Date

HR Initials