



Shoshone Rose Casino/Hotel

Job description for Hotel Front Desk Supervisor

Position Title: Front Desk Supervisor

Reports to: Hotel Manager/Assistant Hotel Manager

Position summary:

Primarily supervises front desk team members to ensure efficient and smooth operations for producing excellent feedback and guest satisfaction. Responds in a professional and courteous manner to arriving, departing and in-house guests by providing accurate and timely information and services. Provides technical support to front desk and housekeeping staff when needed.

The front desk supervisor will act as a role model, sharing expertise and knowledge while continually inspiring the front desk associates. Is responsible for ensuring hotel charges are processed diligently to guest's accounts, invoices are accurate, billing instructions are verified, all necessary supporting bills and vouchers are attached for direct settlements. Monitors Night Audit function to ensure hotel ledgers are balanced. In addition the front desk supervisor will ensure that all guests are satisfied when complaints arise. Guest Service is the number one focus in this role. Oversees and supervises the reservation staff.

If hired a detailed technical skills and service training document will be reviewed and a request will be made of the employee to sign and acknowledge technical and service training standards and expectations as well as a copy of this job description.

DUTIES AND RESPONSIBILITIES:

1. Ensures Outstanding customer care at all times.
2. Maintains a friendly, professional, cheerful and courteous demeanor at all times.
3. Accurately answers inquiries from potential guests and accepts hotel reservations. Consistently resolves guest problems and complaints in an efficient manner while demonstrating a sense of urgency.
4. Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns in a timely fashion.
5. Uses suggestive selling techniques to sell room nights, increase occupancy and revenue.

6. Supervises daily shift process ensuring all team members adhere to standard operating procedures and are friendly and attentive to guest needs and service.
7. Trains and directs the work flow and processes of the front desk. Resolves issues/problems and coaches and counsels the front desk team members to ensure a quality operation.
8. Resolves customer issues, complaints and problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
9. Adheres to company credit limit policies.
10. Allocates rooms to expected arrivals after checking the guests preferences and special requests.
11. Builds strong relationships and coordinates with all other department's especially housekeeping, reservations etc.
12. Ensures phone calls, wake up calls and messages for guests are handled in a prompt, efficient and professional manner.
13. Cross checks all billing instructions are correctly updated
14. Handles bus group arrivals and corporate market segment groups and pre-registers each guest and ensures payment is made in full for the group or that billing is correct.
14. Controls cash transactions at the front desk and maintains complete responsibility for personal bank as specified by casino/hotel policies and procedures.
15. Participates in setting yield management strategies, marketing programs and rates
16. Performs other duties as assigned, requested or deemed necessary by management.
17. Ensures Front desk log book and hotel log book is always updated and acted upon.
18. Ensures safety by following guest check in and security procedures and reporting suspicious activity to security, manager, or MOD.
19. Participates in hotel committees and task force assignments.
20. Assists all departments in servicing the guests especially during high volume periods.
21. Takes responsibility in the absence of the Hotel Manager and Assistant Hotel Manager.
22. Produces hotel front desk schedules
23. Participates in the budget and forecast reporting
24. Ensures time and attendance policies and payroll are accurately reflected.
25. Attends meetings as required.
26. Ensures front desk supplies are stocked and computer equipment functioning properly.
27. Oversees the business center and ensures the area is clean and guest ready at all times.

Criteria for Evaluation:

Support Staff will be evaluated and coached regularly based on quality and quantity of work performed, attendance and punctuality records, courtesy towards Guests, relations with other staff members, reliability, compliance with all Shoshone Rose Casino/Hotel policies, grooming and dress guidelines, safety and sanitation standards, security procedures and guidelines, and initiative.

PREREQUISITES:

EXPERIENCE/EDUCATION: Work experience as Front Desk Representative or Front Desk Cashier is requested as well as previous supervisory experience in a similar position. Bachelor's degree preferred. High School Diploma required. Computer knowledge and experience in Microsoft office applications such as excel and word is also required.

Physical: Requires standing for long periods of time and on occasion may be asked to lift and carry up to 40 pounds while performing the duties of this job, it may be also required to stoop, kneel, crouch, or crawl.

Ethical Behavior: Must adhere to Shoshone Rose Casino's Code of Ethics.

Work Environment: Work is generally performed in hotel guest rooms and public areas or in a casino environment with exposure to second hand smoke and high noise levels. Some office work is also required. This position is a working supervisor position. Evenings, grave, weekends and holidays most likely will be required.