

Brighton Management, LLC

Sheraton Pasadena Hotel

POSITION DESCRIPTION

JOB TITLE: Front Desk Supervisor
DEPARTMENT NAME: Front Office
REPORTS TO: Front Office Manager, Director of Operations

POSITION SUMMARY:

The Front Desk Supervisor's major responsibilities are to promote and ensure guest satisfaction. This is achieved through his/her ability to develop and maintain a strong team environment, placing emphasis on associate satisfaction and delivering prompt, courteous service. The Front Desk Supervisor is accountable for maintaining established standards and controlling expenses in his/her area.

WORKING RELATIONSHIPS:

Reports to: Front Desk Manager
Supervises: Front Desk Clerks
Interfaces with: Hotel Customers, Hotel Staff, Corporate Headquarters

ESSENTIAL JOB FUNCTIONS:

- Assume responsibility for daily operation of the front desk.
- Assist in hiring training and maintaining a highly motivated and well-trained staff.
- Ensure all guest issues are handled and appropriately followed up on quickly and efficiently.
- Assist to ensure an overall positive quality of the guest experience and ensure guest satisfaction.
- Have a working knowledge of all associate job descriptions and equipment and be able to perform all associate functions.
- Maintain departmental communication through effective use of logbook, bulletin boards, and updated memos.
- Control the selling strategy for the day. Coordinate all blocking pre-assignment and pre-registration of rooms.
- Assure the accuracy and completion of all guest accounts, reports, room changes, credit approvals, deposits, etc.
- Ensure that all information pertinent to the desk or related areas is passed on to the appropriate personnel.
- Be knowledgeable of any and all promotions and programs that would influence or affect a guest.
- Maintain a high standard of personal hygiene and proper associate uniform standards.
- Have a working knowledge of hotel policies, procedures and standards.
- Assist to maintain payroll logs, and track associates attendance and tardiness.
- Assist in planning associate meetings.
- Actively promote accident prevention and awareness.
- Assist in scheduling associates effectively
- Identify and recommend incentive programs, new ideas, and methods of operation.

MARGINAL JOB FUNCTIONS

- Assist all other operating departments as required.
- Assist in ensuring positive financial results are achieved
- Perform duties and projects as assigned by management

PHYSICAL JOB REQUIREMENTS

- Able to perform all associate duties including repetitive bending, stooping, overall flexibility and lifting weight up to 30 lbs.
- Ability to climb stairs and walk the property.
- Ability to manage high levels of stress.
- Communication skills required including clear speech and hearing ability
- Ability to read, write and understand English.
- Ability to make sound judgment decisions.
- Prolonged standing at the desk while guests are checking in/ out.
- Computer input, phone usage, and visual observation

JOB REQUIREMENTS:

- High school diploma
- Minimum 1 year front office supervisory experience supervising a team of 10 or more
- Minimum 2 years of hotel PMS systems experience
- Must possess good oral and written communication skills
- Knowledge of Microsoft office applications
- Ability to work well under pressure
- Excellent organization skills and ability to handle multiple tasks
- Detail oriented
- Outstanding hospitality skills
- Ability to interview, train and counsel associates
- Ability to work effectively in a team environment and with different levels of management.

VII. SAFETY AWARENESS

- Comply with all safety requirements and regulations as dictated.

NOTE: The Sheraton Pasadena Hotel functions 7 days a week, 24 hours a day. All employees must realize this fact and be aware that at times it may be necessary to move an employee from their accustomed shift as business demands. In addition, I understand that business determines the amount of hours I work, and that some weeks I may be scheduled to work less than 40 hours and other weeks I may be schedules to work more than 40 hours per week.

Job Descriptions are subject to change at the discretion of Brighton Management, LLC.

I have read and reviewed a copy of the above job description and fully understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action.

Manager’s Signature

Date

Associate’s Signature

Date