

TITLE : **Front Office Executive (Reception)**
DEPARTMENT : **Front Office**
REPORTS TO : **Duty Manager**

JOB SCOPE:

- To undertake all receptionist duties at the front desk
- Will be the “face” of the company for all guests and will be responsible for the first impression we make
- Friendly and easy-going personality while also being very perceptive and disciplined
- Should be able to deal with complaints and give accurate information
- Under the general direction of the Front Office Manager or his / her delegate and within the limits of established policies and procedures, responsible for all activities relevant to the Front Desk such as the reception, check-in / out, rooming of all Resort guests, foreign exchange and assisting them with inquiries

General Responsibilities:

- Demonstrates pride in the workplace with a high level of commitment towards achieving organizational objectives
- Consistently treats all Guests and colleagues in a polite, helpful and courteous manner
- Have in-depth knowledge of our product and competitors
- Communicate well to ensure effective shift handover
- Actively participate in organized meetings
- Interact with department and resort staff in a professional and positive manner to foster good rapport, promote team spirit and ensure effective two-way communication

Specific Responsibilities:

- Greets all guests at all times in a friendly and helpful manner and attempts to learn and use the guest’s name at every opportunity
- Registers and rooms all arrivals according to established procedures
- Prepares the occupancy report for the day and circulates (e-mail) the same to all departments
- Maintains intimate knowledge of departmental standards and procedures



- Performs check-in, check out and room change procedures and ensures all data are entered completely into the resort systems in accordance with the reservation
- Maintains cashier float and ensures accurate daily report of all money received
- Keeps abreast of all modifications to accounting policies and procedures
- Knowledgeable of all special promotion procedures, for programs such as; seasonal packages, timeshare program etc.
- Attends to guest's complaints, inquiries and requests refers problems to Duty Manager if he/she is unable to assist
- Ensures the guest has a pleasant departure experience
- Performs the audit balances and prepares all works for audit in an orderly fashion
- When on the night shift, checks night report, prepare the morning report and prepare all necessary forms for guest arrival
- Maintains comprehensive knowledge of standard reservation procedures including correct forms to use, e-mail, messages, and how to interpret availability sources within the reservation systems
- Maintains exemplary department standards of behavior and appearance and attitude as expected
- Takes personal interest and pride to ensure that the front desk work area is kept clean and in an orderly state all times
- Responsible for achieving a score of 90% in RENARD audit for Front Office operations and take necessary action for the shortcomings for standard compliance
- Endeavors to maintain the high standards of the resort with particular regard to the importance of VIP's



JOB SPECIFICATION

Knowledge & Skills	Disposition /Personality
Hotel Management degree/diploma with at least 4 years of experience in a 5-Star hotel	Able to work independently
Computer literate/familiarity with the office machines	Determined & Enthusiastic
Excellent communication & telephonic skills	Team Worker
Strong working relationships (internal/external)	Reliable
Proven experience as front desk representative, agent or relevant position	Self-motivated
Ability to perform effectively when there are pressure peaks	Willing and able to work unsocial hours on occasions to complete tasks or to attend company meetings