



Position Title:	Front Desk Manager
Department:	Front Office
Reports To:	Rooms Division Manager/Operations Manager/General Manager
Job Family:	Leader

Purpose
Lead the way and empower the front office team to provide exceptional experiences by embracing our Brand Behaviours and Service Philosophies. Manage the daily operations of the front office department and challenge processes by consistently exploring different ways to improve guest & team experience.

Key Relationships	
Internal	General/Hotel Manager, Senior Management Team, Front Office, Concierge, Reservations and Housekeeping teams
External	Guests, visitors, vendors, and contractors
Direct Report	Duty Managers, Guest Services Agents, Concierge & Porters

Duties and Responsibilities
<p>Guest Experience & Service Excellence</p> <ul style="list-style-type: none"> • Manage daily room availability and inventory to ensure the right room is allocated to the right guest. • Drive departmental profitability through revenue maximization strategies including room upselling and enhancements. • Maintain a proactive presence at the front desk and all guest-facing areas to engage with guests and provide personalized service. • Collect and analyse guest feedback (including TripAdvisor and survey data) to inform service improvements and elevate guest satisfaction. • Ensure team members understand and consistently exceed guest expectations in line with the hotel's goal to be NZ's #1. • Handle guest complaints and service recovery situations with empathy and professionalism, aiming to reach mutually satisfactory outcomes. • Resolve conflicts between guests and/or team members using effective interpersonal and problem-solving skills. • Promote hotel loyalty programmes and ensure the team actively engages with enrolments and recognition of returning guests. • Build and maintain relationships with key corporate accounts, regular guests, and VIPs. <p>Team Leadership & HR Management</p> <ul style="list-style-type: none"> • Supervise, train, and schedule front desk team members to deliver exceptional service and operational efficiency. • Implement and uphold Standard Operating Procedures (SOPs) to ensure consistent front office performance and delivery of exceptional guest experiences. • Foster a positive, inspiring, and productive work environment to enhance team engagement and service delivery. • Lead by example by displaying a hands-on style, which encourages team involvement, initiative, and a focus on continuous improvement. Flexibility to cover Duty Manager shifts as required based on business demands. • Monitor grooming and presentation of all team members to ensure standards are adhered to. • Oversee HR functions within the department, including recruitment, onboarding, training, and retention within budgeted staffing levels. • Conduct effective induction, orientation, and performance management processes for all team members. • Maintain accurate team member records in line with company policies. • Provide regular coaching, guidance, and performance feedback to promote growth and address issues promptly. • Coordinate and deliver team training and development initiatives in alignment with company goals.

- Facilitate two-way communication across departments to strengthen interdepartmental collaboration.

Operational & Administrative Management

- Develop and implement clear administrative procedures to align the team and ensure smooth front office operations.
- Complete rosters fairly, ensuring optimal coverage within budget and in line with legislative requirements; upload to Ready Workforce and approve daily timesheets.
- Prepare monthly Front Office reports and submit to the Head of Department on time.
- Oversee month-end processes and ensure accurate, timely submissions.
- Complete all internal administration tasks, documentation, and correspondence accurately and on time.
- Audit the daily activity of all Front Office operations, to ensure all activities are performed accurately and completed in accordance with established policies & procedures.
- Lead and manage front office projects from initiation to completion.
- Ensure all front office areas are kept clean, tidy, and presentable at all times.

Revenue, Forecasting & Commercial Focus

- Actively contribute to the attainment of hotel objectives and targets as outlined by your manager.
- Ensure departmental expenses, wages, and cost of sales are monitored and maintained within budget.
- Support cost and productivity optimization initiatives without compromising brand standards.
- Collaborate with Revenue and Reservations teams on forecasting, pricing strategies, and overbooking management.
- Monitor no-shows, cancellations, and early departures to minimise revenue leakage.

Systems & Technology

- Oversee the effective use of the Property Management System (PMS), POS, and other front office technology, ensuring accuracy of data input and team competence.
- Liaise with IT or systems support for troubleshooting and system upgrades.

Compliance, Safety & Security

- Always maintain a professional demeanour and strict confidentiality.
- Comply with and enforce all company policies, including those outlined in the Team Handbook, Code of Conduct, and Anti-discrimination & Anti-harassment policies.
- Follow procurement, HR, and cashiering protocols as per standard procedures.
- Maintain appropriate stock levels for front office collateral and guest supplies, ensuring timely reordering.
- Manage direct purchasing and maintain par levels for supplies.
- Ensure compliance with all THB Work Health and Safety policies.
- Understand and confidently train others on emergency procedures.
- Report hazards, incidents, and near misses promptly.
- Maintain guest privacy and data protection standards in compliance with GDPR.
- Enforce security procedures for cash handling, access control, and chemical/equipment storage.
- Ensure compliance with legal and regulatory requirements, including licensing, fire safety, and risk management.
- Participate in crisis management planning and business continuity procedures.

Continuous Improvement & Brand Standards

- Benchmark front office performance against industry best practice.
- Drive innovation in guest experience and operational processes.
- Ensure consistent communication of the hotel's brand standards and values at the front desk.



- Act as a key link between the Head of Department and the front office team, cascading messages effectively.

Working Conditions:

- Frequent use of both hands for continuous grasping and use of fine motor skills.
- Frequent movement due to other manual tasks (i.e., squatting / kneeling / reaching / pushing. Etc)
- Prolonged periods of standing and walking may be required.
- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device
- May occasionally require extended hours or weekend availability based on business needs.
- Ability to handle high-pressure situations and resolve guest complaints or service issues calmly and professionally.
- Must demonstrate emotional resilience and effective stress management.

Education

A degree or diploma in Hotel or Hospitality Management

Experience

Minimum 2-3 years' experience as a Duty Manager or Assistant Front Office Manager



Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____