

## **Front Office Executive**

### **Purpose:**

To manage assigned shifts for the Front Office and related departments, ensuring smooth day-to-day operations and a seamless guest experience.

### **Key Responsibilities:**

- Participate in the development and implementation of strategies for the Front Office, Bell Desk, Valet, Concierge, and related areas to achieve hotel goals.
- Create a positive first impression by supervising the door, bell, parking, concierge, and front office areas.
- Develop and implement processes and procedures to support service and financial goals.
- Prepare and analyze reports to inform decision-making and communicate upcoming business needs.
- Ensure the front desk handles billing and cash transactions in accordance with hotel standards.
- Coordinate hotel room allocation activities by working closely with Sales, Catering, Housekeeping, and other departments.
- Facilitate smooth shift changes by developing processes for effective communication between shifts.
- Conduct regular inspections of guest rooms, service areas, public areas, and function rooms, addressing any deficiencies with the appropriate department.
- Resolve guest complaints and take appropriate action to ensure guest satisfaction and protect hotel interests.
- Greet VIP guests, maintain visibility in public areas, and ensure guest expectations are met and exceeded.

### **Requirements:**

- Minimum 2 years of Front Office experience, with some supervisory experience.
- High school diploma required; strong computer systems skills, including reservations and reporting systems.
- Excellent communication skills and the ability to work a flexible schedule.

### **Compensation:**

Expected CTC: ₹25,000 Gross per month.

