



## **Job Description**

**Job Title: Front Desk Supervisor**  
**Reports To: Front Office Manager**  
**FLSA Status: Non-Exempt**  
**Department: Front Office**  
**Division: Front Desk**

**Summary: Job purpose of Front Desk Supervisor is to assist the Front Office Manager by overseeing the responsibilities of the Front Desk staff and ensuring that the guests are being serviced in a professional and competent manner.**

**Duties and Responsibilities include the following. Other duties may be assigned.**

- 1. Communicates with the Engineering Department regarding any maintenance requests from the guests**
- 2. Checks AM and PM discrepancy reports**
- 3. Has full understanding of software system and assists with reservations**
- 4. Can perform all of the front desk functions to include Guest Services, Reservationists, Security, etc.**
- 5. Assists Front Desk Agents by checking guests in and out of the hotel**
- 6. Knows how and where to post all charges**
- 7. Receives money from guests for payment of hotel charges and makes correct change**
- 8. Handles checks and credit cards received from the guests for payment of hotel**

**charges.**

- 9. Gives directions to hotel facilities, rooms and local area attractions**
- 10. Provides for a safe work environment by following all safety and security procedures and rules**
- 11. Communicates with the Housekeeping Department regarding guest rooms and guest requests**
- 12. Trains all new Front Desk Clerks**