

## HAMILTON ISLAND POSITION DESCRIPTION

### POSITION DETAILS

<b>POSITION TITLE:</b>	Front Office Supervisor	<b>LOCATION:</b>	Hamilton Island
<b>DIVISION:</b>	Front Office	<b>DIRECT REPORTS:</b>	Hosts (up to 10)
<b>REPORTS TO:</b>	Front Office Manager	<b>INDIRECT REPORTS:</b>	
<b>DATE PREPARED:</b>	August 2012		

### JOB PURPOSE

Assists the Front Office Manager in ensuring a high standard of service is provided in an enthusiastic and friendly manner in accordance with the policy and procedures to ensure guest satisfaction at all times. Responsible for the supervision of Front Office Attendants and ensuring an efficient and effective communications system.

### JOB RESPONSIBILITIES (NOT LIMITED TO)

- Ensures that Front Office staff perform their duties according to their job description and HIE policy and procedures
- Supervises the Front Office operation and co-ordinates with housekeeping to achieve a high level of guest satisfaction
- Responds to guest enquiries, requests and complaints in a prompt and courteous manner
- Evaluates staff performance to establish training and development needs. Conducts and records regular training sessions according to staff needs
- Ensures all cashiering discrepancies are reported to the manager with a detailed explanation
- Oversees the management of City Ledgers, House Accounts and Late Charges and liaises with the accounts departments when problems arise
- Ensures accurate reports are produced to assist the Front Office department to operate efficiently and effectively
- In conjunction with the Assistant Front Office Manager, oversees room allocations to achieve maximum yield, particularly during overbooking situations. Prints relocation reports daily and ensures enough resources (human and vehicular) are available to transfer guests as required
- Responsible for the production and maintenance of the Front Office Standards and Procedures manual for Front Office. Implements changes to daily tasks and skills training as required

### EXPERIENCE & QUALIFICATIONS

- Qld open / unrestricted driver's licence (Essential)
- Certificate III in Hospitality Operations, or equivalent (Essential)
- Minimum 12 months experience in a similar role (Essential)
- Knowledge of front office systems and procedures (Essential)
- Diploma of Hospitality Management or equivalent (Desirable)

### PERSON SPECIFICATION/SKILLS

- Excellent personal presentation
- Excellent communication and interpersonal skills
- Reliable and flexible in terms of shifts and rosters

### KEY WORKING RELATIONSHIPS

- Front Office department
- Guests of Hamilton Island
- Housekeeping department
- Concessionaires
- HIE Executive Team and Stakeholders