



Rooms Division Management

Qlion

Front Office department



Opinion

Introduction to the Front Office department



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Definition

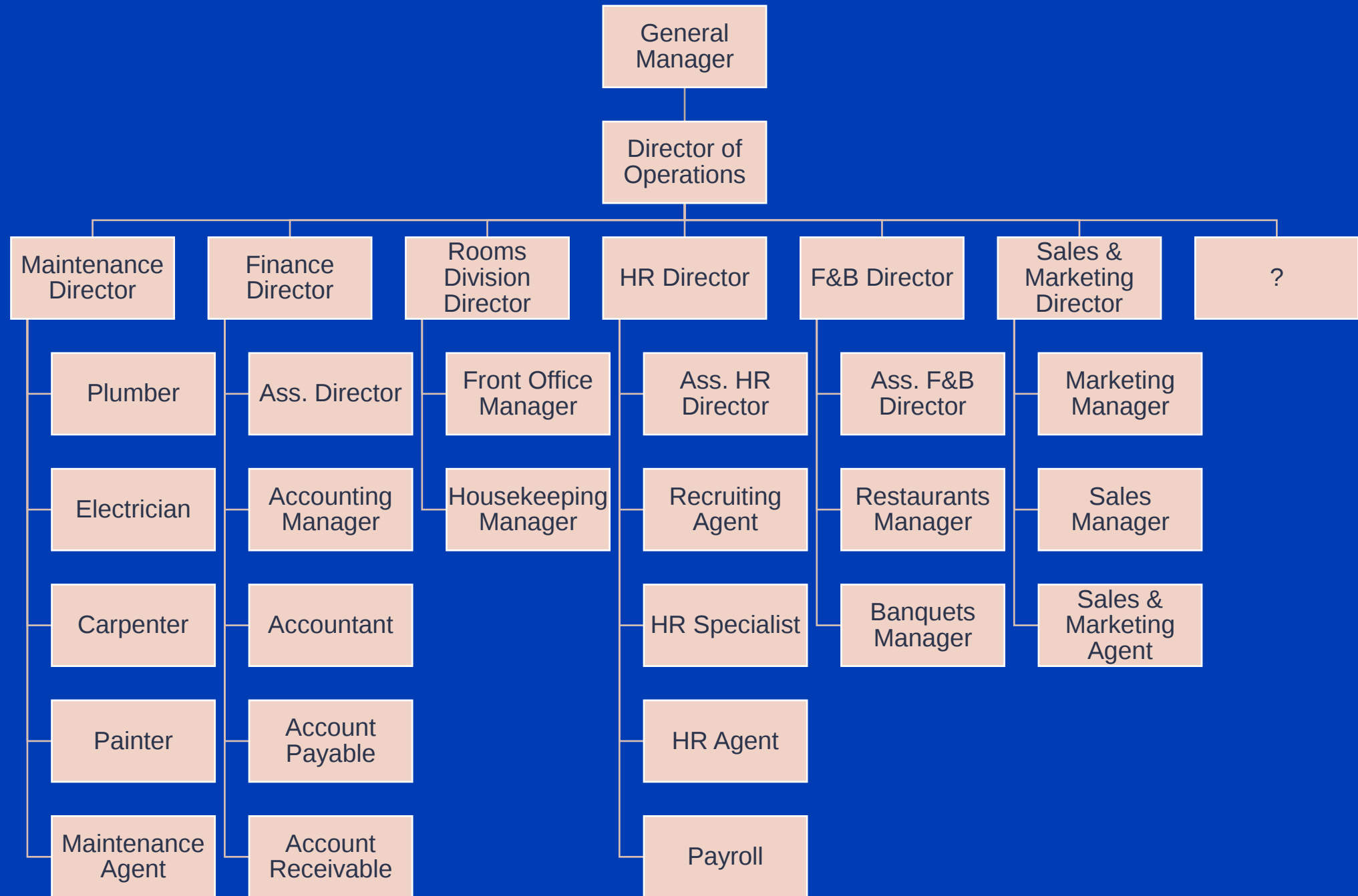


The Front Office Team represents the customer-facing of the company (hotels)

Qualities and skills

- ✓ **Attitude:** positive towards the job
- ✓ **Self control:** difficult situations
- ✓ **Smiling:** all the time
- ✓ **Outgoing:** personality
- ✓ **Helpful:** with everyone
- ✓ **Flexibility:** working hours

- ✓ **Team:** player / work
- ✓ **Details:** eyes / oriented
- ✓ **Well-groomed:** personal hygiene
- ✓ **Leader:** shows example
- ✓ **Respectful**
- ✓ **Listener**



Front Office sub-departments



I. Reception

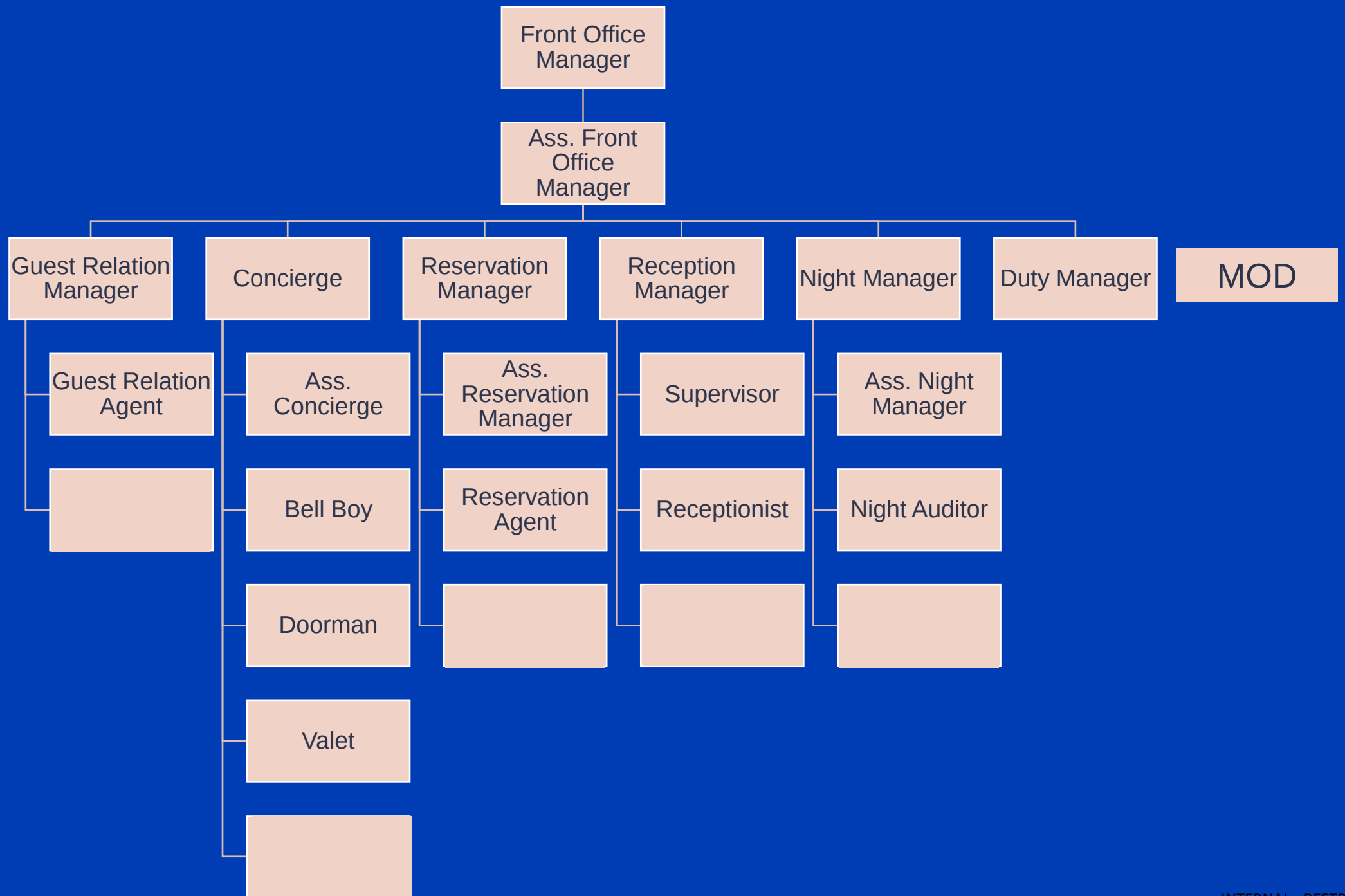
II. Guest Relation

III. Reservation

IV. Concierge

V. Night Shift

VI. Duty Manager



Front Office Manager (FOM)

- Prepares the budget / forecast
- Controls the expenses of the department
- Schedules the teams as business needs
- Allocates rooms
- Checks the guest and supplier invoices
- Handles guest complaints
- Implement team training as needed
- Prepares the SOPs
- Takes decisions
- Control the department's operation
- Follows up on room status OOO/OOS
- Replies/Answers to all the customer's
 - Questions/queries/reviews



Guest Relations Manager



- Prepares guest surveys
- Follows up on guest requests
- Manages guest experiences
- Checks-in VIP guests
- Prepares VIP amenities orders
- Prepares room welcome letters
- Resolves complaints as they arise
- Attends to special needs
- Checks rooms

Concierge



Bell Boy



Doorman



Valet



Reservation Manager

- Liaise with central reservation system
- Communicate new rates, plans & promotions
- Liaise with Travel Agencies (TA)
- Assist sales team with rate settings
- Maintain the in-house reservation system
- Forecast revenue
- Manage the reservations team
- Ensure that the reservation agents follow procedures
- Improve the sales of the hotel

Note: Some hotels include the reservations team as part of the Sales & Marketing (S&M) team.



Reservation Agent

- Take reservations by phone and other platforms
- Check all the reservations in the system
- Check the arrivals for next day
- Update all new reservations
- Print and check the monthly report
- Take reservations as per standards
- Communicate all special requests to other departments
- Keep up to date all offers and promotions



Reception Desk



Reception Manager

- Ensures the smooth running of the front desk
- Supervises staff
- Ensures the desk is clean at all times
- Maintains the FD supplies & equipments
- Ensures that emails and phone calls are well answered



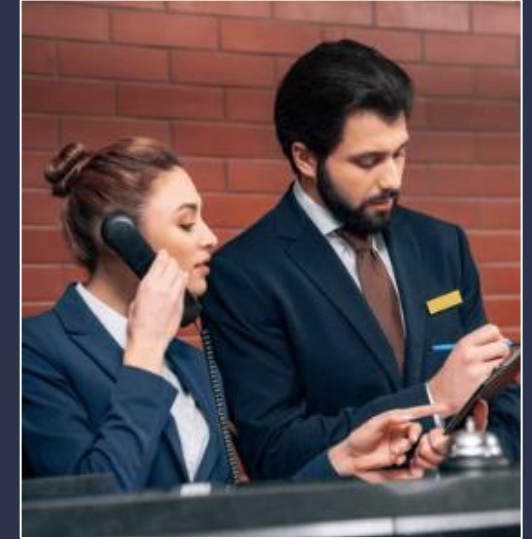
Supervisor

- Replaces the Reception Manager when absent
- Checks daily operations check-in/check-out/stay over
- Communicates with HK for room status
- Prints Trace report and acts
- Gives the handover between shifts



Receptionists

- Checks-in
- Checks-out
- Resolves traces
- Answers phone calls
- Ensures all the hotel procedures are followed



Trainee

- Takes notes
- Observes
- Does the work of a receptionist

Night Shift

Night Manager

- Runs the hotel operations during the night shift
- Takes decisions
- Responsible for the security & the fire Alarm
- Runs the End of Day in the PMS (ex: in Opera)
- Ensures there are no mistakes on the day transactions
- Assists the FOM in managing the reception during the night
- Prints all the reports for the HODs

Night Auditor

- Checks-in and checks-out left for the day
- Checks all the point of sale receipts
- Corrects any errors and hands over to the Night Manager
- Proceed to do some security rounds during the night (at least 3)
- Distributes the reports in the pigeonhole
- Receives the morning deliveries (newspapers)
- Prepares the next day's operations, such as booklets and registration cards

Duty Manager

The Manager covering the evening shift (5pm – 11pm).

Takes over the role of the HOD after their daily working hours.

- Takes decisions
- Manages hotel operations
- Greets VIPs
- Supervises staff



MOD



MOD vs HOD

MOD → one of the HOD on duty during a specific time.

HOD → Head of Department



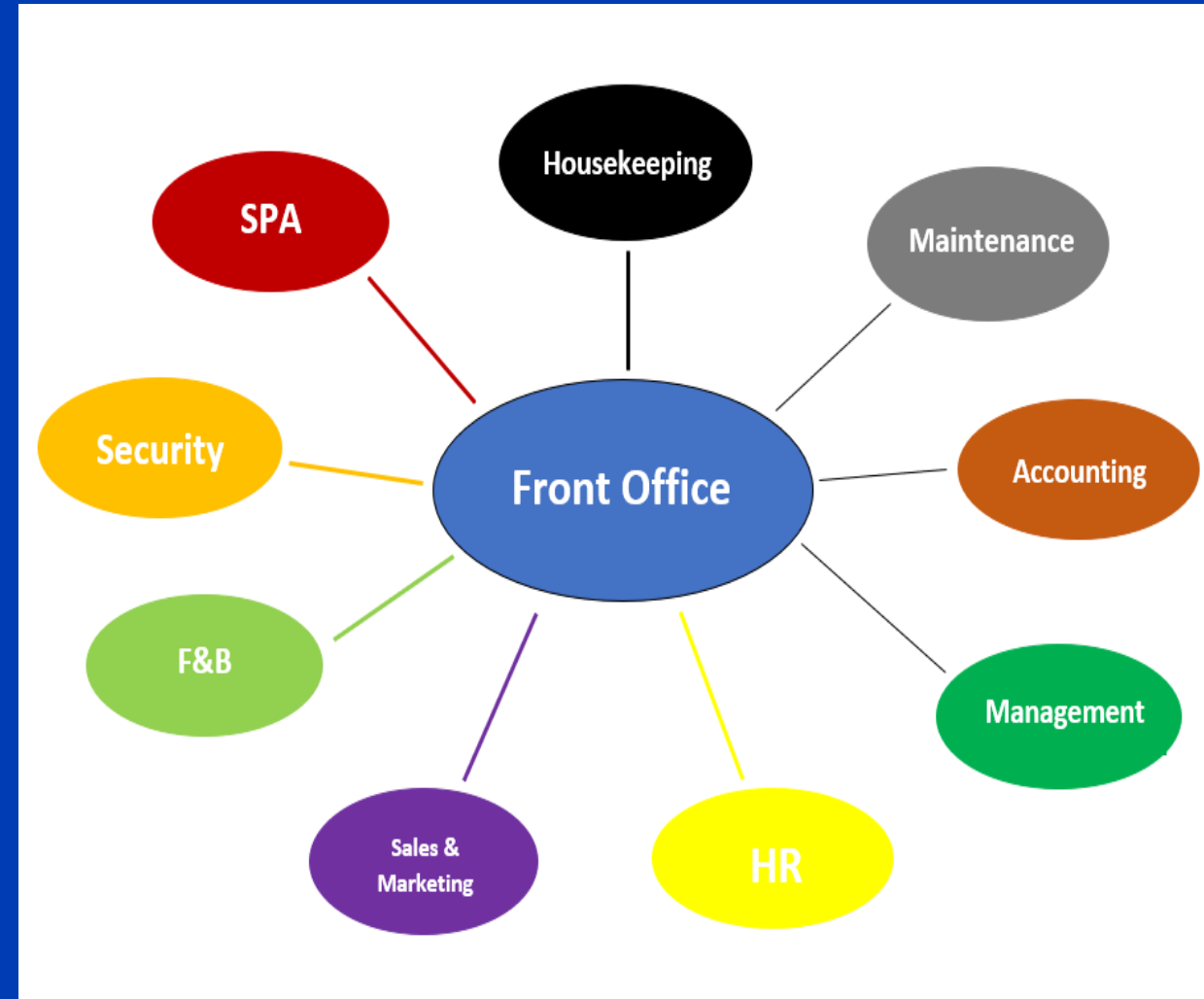
Option

Communication with
other departments

Communication

Front office is the heart of the hotel

1. Housekeeping
2. Maintenance
3. Accounting
4. Management
5. Human Resources
6. Sales & Marketing
7. F&B
8. Security
9. SPA



Video



Conclusion

What is the main role of a front office agent?

Provide a 5-star level of service to guests



Exercise





Option

Any Questions?



Thank you

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