

THE KILLARNEY PARK

Job Title: Front Office Supervisor

Reports To: Front Office Manager

Main Purpose of the Role

To support the Front Office Manager in supervising daily front office operations, ensuring guest satisfaction, managing staff, and driving accommodation sales and service upselling.

Key Responsibilities

Operational Supervision

- Supervise day-to-day front office operations, fostering a warm and welcoming environment for guests.
- Ensure all reception staff are trained in front desk equipment and are familiar with hotel policies and procedures.
- Lead by example with enthusiasm, flexibility, and a commitment to high standards in line with Leading Hotels of the World standards.
- Conduct guest check-ins and check-outs, and assist with all reception tasks to ensure smooth desk operations.

Guest Services and Sales

- Provide exceptional customer care, addressing guest inquiries and resolving complaints with professionalism.
- Handle accommodation sales and actively upsell hotel services across departments.
- Offer accurate information about the hotel, local attractions, and amenities to enhance the guest experience.
- Oversee restaurant reservations and assist with enquiries for local activities and events.

Communication and Coordination

- Ensure effective communication between the front office and other departments to maintain seamless operations.
- Attend department head meetings to stay informed of hotel priorities and share relevant updates with front desk staff.

Administrative and Financial Duties

- Manage cashiering procedures, shift lodgements, and other financial tasks accurately.
- Maintain guest history records and oversee room allocations and advance reservations.
- Monitor and ensure the front office area is tidy, organized, and well-stocked.

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- Serve as the Health & Safety Representative for the department, ensuring a safe and compliant environment.

Staff Management and Development

- Train new team members and provide ongoing coaching to ensure alignment with hotel standards.
- Support the Front Office Manager in conducting staff appraisals and performance reviews.
- Create and manage front office rosters, ensuring efficient use of staff resources.
- Maintain excellent presentation and grooming standards within the department.

Other Duties

- Manage and oversee the Seachange system.
- Assist with administrative tasks, such as typing menus, photocopying, filing, handling outgoing mail and parcels, and managing brochure mail-outs.
- Perform any other duties as reasonably requested by management.