



LAGOS CONTINENTAL

JOB DESCRIPTION

Job Title:	Front Office Supervisor
Department:	Front Office
Job Band:	6
Reports To:	Front Office Manager

Job Scope

Under the general direction of the Front Office Manager or his / her designate and within the limits of established Hotel's policies and procedures, the Front Office Supervisor is responsible for providing timely and professional check-in/check-out service in accordance with the Established Hotel's standards. .

Key Relationships

The key relationships will include Front Desk, Business Centre, Instant Service Centre, Reservations, Food and Beverage, Engineering, Bell Captain, Housekeeping, Airport Desk, Sales, Accounts and liaise with all other key departments.

Key Job Responsibilities

- Assists in supervising the front desk function, ensure that staff are properly trained on service expectations, hotel facilities and services, local directions, property management and reservation systems, Safety and Emergency procedures etc.;
- Up-sells rooms where possible to maximize hotel revenue;
- Accurately processes all cash and credit transactions in accordance with established procedures including but not limited to posting all charges, completing cashier or other reports, preparing deposit and counting/securing assigned bank;
- Routinely check in/check-out guests, answer phones, take reservations and assist staff with job functions. May be responsible for issuing safe-deposit boxes to guest and ensuring the security of keys;
- Promotes hotel services, facilities and outlets; provides guests with information such as local attractions and directions to increase guest satisfaction;
- Responds appropriately to guest complaints. Makes appropriate service recovery gestures in accordance with established guidelines;
- Promotes teamwork and quality service through daily communication and coordination with other departments;
- Performs other duties as assigned.

Plot 52A, Kofo Abayomi Street, Victoria Island, Lagos

www.thelagoscontinental.com

Self Management

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.

Customer Service

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- Being attentive to guests.
- Accurately and promptly fulfilling guest requests.
- Understand and anticipate guest needs.
- Maintain a high level of knowledge which will enhance the guest experience.
- Demonstrate a service attitude that exceeds expectations.
- Take appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.
- Be able to promote the hotel's product and services
- Maintain a high level of product and service knowledge about hotels in the region.

Health Safety & Security

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Good Knowledge of emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your Line Manager.



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Background, Skills and Experience

- A Bachelor's Degree or its Equivalent.
- Minimum of 4 years' experience in a similar role in a Five Star Hotel with at least 2 years' experience in a Supervisory Level preferably in a 5 Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and without Supervision
- Good Understanding of Point of Sales Systems such as Micros
- Good Knowledge of Hotel Property Management System such as Opera
- Good Customer Relations and Problem Solving Skills