

**MANAGERIAL SKILLS
FRONT OFFICE
MANAGER**

- http://www.youtube.com/watch?feature=player_embedded&v=gvJLIR7pNfI

- ▣ Please, bear in mind that it depends on the size of the hotel, sometimes front office manager stands for reception manager and the duty manager as well.

Who is FO manager?

- As FO manager your department is the first and last impression that a guest has of the hotel, so it's your job to ensure it's a good one.
- Top of the list of responsibilities is to make sure your receptionists on the front desk are well-trained, friendly and offer a warm welcome and speedy, efficient check-in and check-out service for guests.

Main responsibilities

- Managing and training all FO staff
- Ensuring the front desk provides a professional and friendly service for customers
- Dealing with customers, including handling complaints before the duty manager
- Troubleshooting emergencies
- Schedule of your staff

Why to become FO manager?

- The best bit is the positive impact you can have on guests: "You're the face of the hotel. You set the tone for guests while they stay there.
- Customer-facing position
- You can make the difference!

What do you need?

- Good telephone skills, particularly if you also look after telesales
- Diplomacy and communication skills to handle any complaints and emergencies in a level-headed manner
- The ability to multitask and manage your time
- No fear of decision-making

▣ Thank you!

