

## Sunburst Hospitality Corporation Job Description

**Job Code:** 50017  
**Job Title:** Front Office Manager  
**FLSA Status:** Exempt  
**Prepared Date:** September 2002  
**Reports To:** General Manager

**SUMMARY:** To supervise and coordinate all front office activities of hotel in order to ensure the highest standards of guest satisfaction and to resolve problems arising from guests' complaints, reservation and room assignment activities. Responds to unusual requests and inquiries.

**QUALIFICATIONS:** To perform this job successfully, the individual must be able to **perform each essential duty and responsibility in a safe and satisfactory manner**, and the individual must be **punctual** and **have a good attendance record**, and **have reliable means of transportation to work**. The requirements listed below are representative of the knowledge, skill, and/or ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Manages reservations systems, PMS systems and trains front desk staff on applicable technology and operating procedures.
- On a daily basis, reviews the hotel's rates and availability data as contained in (1) Yield Management Systems programs, (2) the hotel's Property Management System (PMS) program, (3) the hotel's Central Reservation System, and (4) those internet sites that require daily on-line maintenance by hotel management.
- Reviews the hotel's room availability data and performs weekly and monthly Forecasting reports in accordance with established forecasting methods and procedures.
- Supervises and motivates all front office staff. Carries out supervisory responsibilities in accordance with the Company's policies, training programs, and applicable laws. Responsibilities include recruiting, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Establishes and maintains a pro-active human resource function to ensure both employee motivation as well as adequate training and development.
- Assigns duties and shifts to front office staff. Ensures all front office staff receive adequate training. Observes and coaches front office staff performance to ensure adequate services and adherence to Company policies and procedures and established front office operating procedures, including Signature Training, Accounting Manual Policies and Procedures, Cash Handling Procedures, and Credit Card Policy and Procedures. Also monitors performance of the front office staff through verification and analysis of guest satisfaction systems reports. Implements timely and effective corrective actions when necessary.
- Ensures front office staff maintain records of room availability and guests' accounts, ensuring accurate and timely completion of required paperwork by front desk staff.
- Works the front desk during busy periods or when necessary, checking in/out of guests, computing bills, collecting payment and related activities.
- Attends and contributes to Weekly Yield Meetings, following Sunburst's Weekly Yield Meeting Agenda and Guidelines.
- Creates an operating environment that assures consistent guest satisfaction.
- Interacts with the general public, customers, employees, union and government officials with tact and courtesy.
- Communicates verbally and in writing with all levels of employees and hotel guests.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):**

- Confers and cooperates with other department heads to ensure coordination of hotel activities.
- Answers inquiries pertaining to hotel policies and services.
- May arrange for special services as needed.
- Understands the government regulations affecting hotel's operations, ensuring hotel is operated in compliance with all applicable laws, ordinances, regulations, and requirements of any federal, state or municipal authority.
- Understands hotel's MANAGER ON DUTY PROGRAM, following MOD Manual guidelines and Risk Management Manual procedures when responding to incidents.
- Watches for suspicious activity; may patrol public rooms, investigate disturbances, and warn troublemakers; reports any problems to local law enforcement, Hotel Security, General Manager, as applicable.
- As required of all hotel associates, assists any customer or potential customer in a prompt, courteous, friendly, and helpful manner at all times.
- Other duties and responsibilities as assigned.

**EDUCATION and/or EXPERIENCE:**

- Absent extraordinary prior on-the-job experience, the Front Office Manager position requires a High School diploma *or* general education degree (GED) and *preferably* either a two year business degree *or* a four year business or liberal arts degree (or equivalent combination of education and experience).
- Requires an occupationally-significant combination of vocational education, apprentice training, on-the-job training, and essential experience in less responsible hotel skill level and management positions.

**COMPUTER SKILLS:** *Must have sufficient computer skills that will allow them to be able to use, in a proficient manner, all Company-issued software programs implemented at the hotel, including but not limited to the following:*

- **Microsoft Word**
- **Microsoft Excel**
- **Yield Management Systems** programs
- **Property Management System (PMS)** programs
- **Daily Revenue System (DRS)** programs
- **Central Reservation System** programs
- **Payroll** programs (as applicable)
- Company-issued **internet browser** programs
- Company-issued **electronic mail** programs

NOTE: Company-issued software programs implemented at a particular Sunburst hotel may be changed from time to time; the Front Office Manager is required to learn the new programs and upgrades as soon as practicable after such items are provided to the hotel.

**REASONING ABILITY:** *Must have developed reasoning abilities to the point to be able to:*

- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Use mathematical skills to interpret financial information and prepare budgets.
- Read and interpret business records and statistical reports.
- Make business decisions based on production reports and similar facts, as well as on your own experience and personal opinions.

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**LANGUAGE SKILLS:** *Must have developed language skills to the point to be able to:*

- Read and interpret documents in English such as safety rules, operating and maintenance instructions, and procedure manuals, newspapers, periodicals, journals, and manuals.
- Write routine reports, correspondence, business letters, summaries, and reports in English using prescribed format, and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to speak effectively in English before groups such as customers or employees.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 30 pounds. The employee must be able to see differences in widths and lengths of lines such as those on graphs. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**ENVIRONMENTAL CONDITIONS:** *Inside:* Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be able to work effectively in a **stressful environment**, communicate well with others, effectively deal with guests, and **accept constructive criticism** from supervisors.
- Must be able to **change activity frequently** and **cope with interruptions**.

**IMPORTANT NOTE:** *Essential functions of this job are described under the headings above. The job requirements and features are subject to change from time to time due to the then-current needs and requirements of the Company and/or the hotel.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Name – Printed

\_\_\_\_\_  
Date

*Note to General Manager: please provide a copy of this signed job description to the employee and place the original in the employee's personnel file.*