

## **JOB DESCRIPTION**

**JOB TITLE** : RESERVATIONS SUPERVISOR  
**DIVISION** : ROOMS  
**DEPARTMENT** : FRONT OFFICE  
**REPORTS TO** : ASSISTANT FRONT OFFICE MANAGER

### **GENERAL MISSION**

- To assist Management in increasing the Hotel's profitability.
- To supervise staff within the section.
- To assist guest and ensure their stays at the hotel are comfortable and an experience to remember.

### **RESPONSIBILITIES AND MEANS**

- Having a positive attitude towards work, be self-disciplined and self-motivated, set a good working example for all subordinates.
- Responsible for the daily organization of section.

### **ADMINISTRATION**

- Be concerned with staff discipline and staff performance and help to develop skills for all staff within the section.

### **TECHNICAL RESPONSIBILITIES**

- Contribute to overall operational efficiency by performing relevant duties as assigned.
- Use your supervision skills effectively to encourage and motivate staff.
- Monitor guest service personnel constantly, ensuring that at all times maximum guest satisfaction is being achieved through guest recognition and prompt cordial attention.
- Establish good public relations with all guests.
- Provide guests with the most accurate and up to date information at all times.

### **COMMERCIAL RESPONSIBILITIES**

- Provide services and information to guests that is the most accurate and up to date possible, and is delivered to the guest in the most meaningful way.
- Maintain a very good reputation for the Hotel and assist to increase the overall profitability of the Hotel.

### **HUMAN RESOURCE RESPONSIBILITIES**

- Be understanding and supportive, encouraging and helpful to all subordinates.
- Have a good working relationship with all colleagues and employees of the Hotel.

### **RELATIONS**

- Reports directly to the Senior Assistant Front Office Manager.
- Assist in maintaining a close working relationship with all Department of the Hotel .

### **REPLACEMENT AND TEMPORARY MISSION**

- To be flexible and willing when asked to fill in any areas where needed to help out in an emergency or difficult circumstances as assigned or required by Management.
- To be ready and responsible to perform any other duties as designated or required by Management from time to time.