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The primary responsibility of the Front Office Manager to is oversee daily operations of all guest service areas to include Front Desk and Reservations for the hotel. The Front Office Manager ensures proper, timely and seamless check in and check out processes, ensure accurate posting of

all charges to capture revenue

Front Office Management - Tutorials Point

* Report to Front Office Manager any maintenance that needs attention at the Lobby. * Escort the guest to the room and explain all hotel and room's facilities. * Supervise day-to-day running of the front office. * Participate in training of staff in all areas: ie. computer systems, balancing of shifts, day to day operations, customer service.

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As an office manager, you'll want your front desk staff to be organized and focused on daily, weekly, and monthly goals. To make that happen, management should provide employees with clear guidelines and helpful checklists. We've created a fully customizable manual for your use at the office to make things easier.

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Regular training leads to good habits in front desk staff, which drives improved outcomes in guest interaction and higher guest ratings. Here are three ways to help you get the word out: Create a Training Manual - Create a front desk operations manual that clearly communicates the roles and best practices for your front desk employees. Make ...

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