

# [The task and responsibility of front office workers tourism essay](https://assignbuster.com/the-task-and-responsibility-of-front-office-workers-tourism-essay/)

Front office is the main part for hotels. The popularity and how famous is the hotel are also depends to the hotel front office system because for a hotel customers are important and even with the presence of customer only the management can run the business. Moreover, front office people are the one who greet and give first impression to the customers. So, the way they greet customer can lead the hotels to have more customers. Front office are the one who also promote room and beverage sales such as type of room and packages available.

## 1. 2 THE TASK AND RESPONSIBILITY;

## 1. 2. 1 THE RESPOSIBILITYS OF FRONT OFFICE MANAGER

The front office manager is the one responsible for any good or bad things happened in the front desk, this includes the staff routine, staff training and all type of communication. The front office manager should also be available to work any shifts. Moreover, if there are any problem in the front office department, he should be ready to settle it off. The front office manager should also be a good leadership for the staffs. The front office manager is also the one who responsible for all the VIP and guess concerns.

## 1. 2. 2 THE RESPONSIBILITYS OF FRONT OFFICE ASSISTANT MANAGER

The front office assistant manager is the one who need to update all the profit and problems to the manager. Moreover, the assistant manager is the one who assist manager in the front desk routines and management. He will help the manager with all the basic needs such as the front desk staff schedule, and then take care the desk when the manager not around. He should also able to solve the customers problem with fast act before the issue goes to the manager. The assistant manager is the one who responsible for all the meetings between the staffs too. Should assign the staffs with the routine. And if there’s any emergency should take early act and make sure things are under control.

## 1. 2. 3 THE RESPONSIBILITYS OF FRONT OFFICE REPRESENTATIVE

These peoples usually represent the front office such as if there’s any problem the staffs, these people will see 1st before it goes to the supervisor.

## 1. 2. 4 THE RESPONSIBILITYS OF FRONT OFFICE NIGHT AUDITOR

The night audit team responsible of the hotels daily activities such as they will be handling the front desk at night. Moreover, they also need to prepared the record of the day for all the room occupied and more. They also need to submit off the account for the particular day. They also need to verify the room charges, banquet charges and other charges correctly in order to provide the hotel data correctly. So, a night auditor plays important roles in a front desk.

## 1. 2. 5 THE RESPONSIBILITIES OF A CASHIER

A cashier is the one who handle money in front desk hotel. The cashier should and responsible for all the money act. The cashier will collect money from the guest during check in or check out. They generally operate a cash in a adding machine. The cashier should be very careful and responsible with the cash they handle to prevent any unwanted act. Usually, the cashiers work shift depends to the hotel procedures whereby a normal office hours duty.

## 1. 2. 6 THE RESPONSIBILITIES OF RESERVATIONIST

The reservationist would be handling the front office department in handling the reservation calls. So, this people is the one who pick calls for customer reservation. If there’s a call from outside customer to booked a hotel, the hotel reservationist will take their booking and explain about the hotel procedure to the customer. They, are the one who arranged rooms or even any meetings arrangement for the customer if there’s such a booking. They, should also create a good mannerism when speak to the customer in the phone because there are representing the hotel and should make the guest to came down to booked this hotels rooms. Usually, this department working shifts is also depends to the hotel rules. They, should also be a good language speaker.

## 1. 2. 7 THE RESPONSIBILITIES OF A TELEPHONE OPERATORS

A telephone operator usually in the front desk with attending calls from outsides, such as if a customer needs to know room availability the telephone operators will transfer the line to interior department. So, a telephone operator should also be a good English speaker to attract the guess. Usually, their working shift time will be bit more different then others and its depends to the hotel procedures. The hotel department should appoint a right person to work here who is more responsible because they are the one who answers the calls whenever there’s incoming call and should answer it within two – three rings.

## 1. 3 CONCLUSION

So, front office is really a very important for a hotels. If, a hotel need to run in successfully the front office department is the major cause. Moreover, front office department are the main receiver of a guess, so a the very 1st satisfaction of a guess is after the way they are treat and its obviously the front office people. So, a good business for a hotel is all depend to the front office so the department heads should take good care of this front desk.

## 2. 0 QUESTION 2

## Front office staffs must have certain skills to attract guests during the first impression. Write about Front Office staff skill in guest relations?

## 2. 1 INTRODUCTION

The front office staff must have a good working skill to communicate or attract the guest. For a hotel a business can run up to level if the staff are in proper system, what we can mean here is about the skill and the ability to speak and communicate by the staff to the guest. It is really important for the staff to have a special skill to attract the staffs because not all the staffs can communicate well here and interact with guest in the proper term, so they need to have this special skill to have a qualify working skill. For a newly appointed staff usually the management will give them 1week training session, so the supervisor or the in charge person will give the training to the staffs. Most of the hotels will give them a certificate to prove they are well trained but then certain hotel doesn’t do this. Even some of the hotels give money to the staff for that 1week working training. During the staff in training week, they will be given working hour shift that is from 9a. m – 5pm.

## 2. 1 FRONT OFFICE STAFF SKILL

## 2. 1. 1 GOOD COMMUNICATION

A staff who works in the front office department should have the ability to speak very well. It is because the guest who going to check in to stay in the hotel not only going to be a local resident but then from worldwide, so the staff should have the ability to speak well language. Moreover, if the particular staff can speak multi language it will be more great full because there will be multinational language guest with different mother tongue. So, when the staff can communicate this way it will be easier for the guest from foreigners to communicate.

## 2. 1. 2 APPEARANCE

Those staff who works at the front desk should have a good appearance. They should be neat in hair wise, the uniform they wear should be neat. All this are important because the guest who check in need to have a good look about the hotel in appreance wise so with such a good appreance, the guest will have respect for the hotel and the board. If, the particular person is tidy with poor appreance and with long hair and so on the guest who check in will have bad manner about the department and speak bad about it to others of his or her friends and give a bad reward to the hotel.

## 2. 1. 3 GOOD LISTENING SKILL

The staff should have a good listening skill too. This is because usually front office will be very grandly and one or two noisiness so by having good listening they can overcome it and comfortable with the environment. It also show the support of us to the guest and we can get know what is expected from us by the guest or the superior. The staff can also resolve any problems which occur between the guest. Moreover, they need to have good hearing because when updating any guest data shouldn’t have any error or else they might be in severe problem. To be a good listener the staff and the workers all should have good eye contact with the person whom we are talking. Either than that, they shouldn’t interrupt when the speaker is speaking or else we might not get what they are all talking about and going to cause us problem because the guest can’t keep on repeating the same thing to us so, we shouldn’t interrupt but then listen to them with patient and calm. Nextly, the receiver should also stand or seat in proper way because we need to respect the guest.

## 2. 1. 4 POSTURE

Posture also can be defined same as the standing positioning, but in this wise the staff should always face the guest. For example, the receptionist will stand half away bend and talking hardly all shouldn’t be practice as it can lower the hotel prestige.

## 2. 1. 5 EXPRESSION

The staff working at front office should always have a good face expression. Whenever, the guest check-in or check-out or even when the guest are standing nearby, the staff should greet them with a smile or even some wish such as good evening and so on. So, by doing this the hotel’s prestige will get higher and at the same time the guest feel good about it.

## 2. 1. 6 GOOD EYE CONTACT

The staff should also have a good eye contact with the guest. When a person talks to us, we should greet them back nicely in speaking wise and also by a good eye contact so that the particular persons know that we are hearing to their conversation. If let say there’s no any eye contact, the person will think that we are not listening to them. So, all the staff should be train with having a good eye contact.

## 2. 3 CONCLUSION

So by overall, all the staff should have good working skill moreover for those who works in front desk as the need to deal with the guest every day. For a cashier, this type of skill will be very important because they will be handling cash every day and if any error occur they will be the one to blame. So, the staff should practice those skills in their daily routine to prevent from any problems.