

The work of a hotels front desk staff tourism essay



**ASSIGN
BUSTER**

When in a hotel there are jobs for all levels where the front office manager job and responsibilities, assistant managers jobs and responsibilities, the front desk representatives job and responsibilities, the night auditor job and responsibilities, the cashiers jog and responsibilities. If all the job and responsibilities are done correctly the hotel will be successful in the hotel industry. However if a poor job is done the hotel will face failure and bankruptcy there for it is important for the staff to achieve there job and responsibilities to secure a successful business.

Front Office Manager

The front office manager is in charge of maintaining a high level of efficiency among all the front office staff, to make effective decisions regarding reservations policies and room assignments, and handle guest problems and complaints with courtesy and tact. The manager must also maintain an open communication between all other departments of the hotel. The front office manager must assign duties to all staff members of the front office. He is in charge of preparing weekly work schedules and shift assignments, scheduling regular staff meeting to make sure that staff understand what they have to do and all the hotel policies. The manager must also hire and train all new employers, consistently overview the performance of each the new staff members. The front office manager must also define the reservation policies and set quotas, aiming for maximum room occupancy. The manger must also monitor all arrivals, departures and cancellations. And setting policies for no-shows, early arrivals, and over booking.

Assistant Front Office Manager

The assistant front office manager is there to aid the department manager who is responsible for coordinating front desk personnel, monitoring all guests' accounts and payments, and authorized checks and credit procedures.

Also the assistant manager may assist the front desk staff during high peak periods. Other duties of an assistant manager are to review reservation for the day and preparing daily room occupancy forecasts. For a manager an front office manager may have a lot of work to do so as a front office assistant manager he is to help the manager with extra work that needs to be done. Along with helping desk staff if there are too many customers wanting lodging. There for needing patience.

Front Desk Representatives.

Front desk representatives are the main for who are always reminded to always show to the personality of the hotel to all the guests, to be a front desk representative you must strong communication skills along with the ability to work with people. Front desk representatives must use diplomacy, courtesy, and warmth in order to successfully make a guest feel welcome. They must also deal with client's problems and complaints. Also to directly work with clients of the hotel. Working at the front desk they have an important role of assigning rooms and maintain maximum occupancy. The front desk is responsible for verifying reservation information, checking credit card identification and authorization, assigning rooms, and dispensing room keys. Other duties are to provide information about facilities and policies, handling special guest requests, such as photocopies, and gift

purchases. A front desk representative must always be polite warm and understanding around customers. Giving there full attention to customers. A customer does not like to be kept waiting. And also must highlight their experience in the hotel.

The night auditor.

A night auditor has two jobs to do where first he must do all the jobs as a front office representative. Secondly he or she must prepare a machine balance report. Typically, a night auditors shifts run from 11 pm until 7 am. When the front desk responsibility slackens usually the night auditor starts to audit or trace the posting of the previous day's transactions to verify their accuracy. The main point is the night auditor must calculate the total charges owed to the hotel and incurred by guests during the previous day. They must determine the daily balance. To be a night auditor one must be good with numbers along with having all the skills needed to be a front office representatives. A night auditor is one of the most tireing jobs in a hotel. Because work is based at night until early morning. As for most people wont want to work as a night auditor.

Cashiers

The cashiers are responsible for checking out departing clients, posting charges, verifying the guest check, and handling payments. Cashiers may also be required to assist other members of the front desk staff in the performance of their duties. And vice versa. Cashiers are responsible for verifying payments from customers who are about to check out. Also they must calculate the charges and presenting the guest check. They are

<https://assignbuster.com/the-work-of-a-hotels-front-desk-staff-tourism-essay/>

considered members of the accounting department who answer to the accounting manager. And finally they have other duties, such as sorting mail, handling guest's communications, and coordinating room status and reports.

A cashier is responsible for handling all the income for a hotel so it is necessary that a cashier is knowledgeable about accounting. And also if asked to help the front office staff with their duties so there must have good people skills to be able to communicate successfully with a customer.

Being a cashier one must always respect a customer along with getting all your tasks fulfilled.

Reservationist

The reservationist is responsible for handling advance room requests, determining availability, quoting rates, and documenting reservations.

Reservation systems range from simple forms that are organized like desk calendars to computer-based systems. A reservationist must have good knowledge of the rooms, rates, and hotel policies. In addition, arithmetic and computer skills may be required. A reservationist is responsible for receiving all reservations and dealing with them accordingly. But must make sure that all reservations are below 70% because that is the limit that a hotel can reserve for customers. Because if a hotel reserves 100% of the hotel and most the guests don't come they will lose customers and income. A reservationist must know how to deal with a customer, say when you can and know how to reject a customer if the hotel has already reserved 70% of rooms in the hotel.

Telephone Operator

<https://assignbuster.com/the-work-of-a-hotels-front-desk-staff-tourism-essay/>

A telephone operator is responsible for coordinating the use of the telephone system of a large hotel. An operator answers all incoming telephone calls and directs the callers to the appropriate guest room, department, or staff member. In addition, operators may be required to direct house calls placed from inside the hotel. Operators must have an up to date directory of the guest's room assignments. This position requires oral communication skills, an efficient telephone technique, and attention to detail. A telephone operator is required to know how to transfer calls to all rooms in the hotel and know how to make house bound calls from within the hotel. A telephone operator must answer the phone with a smile talk with a gentle tone to all guests. It is important that a telephone operator must have full knowledge on how to do his job.

CONCLUSION

The Work of a hotels front desk staff is important they are responsible of first impressions and must always treat guests like royalty. To do so they must always meet their jobs criteria where a front office manager is responsible for looking out on staff giving a weekly work schedule, high level of efficiency in front of all staff, be able to make decisions, and must always have communications with all departments of the hotel. An assistant front office manager is to help the manager with tasks needed. Coordinating front desk operations the assistant front desk manager has the responsibility to train all new employees. The front desk representative are the one who serve guests, they must always be polite and carry a smile at all times. Being a front desk representative you need to be able to communicate with customers successfully. The night auditor is responsible of 2 jobs first he is a

front desk representative then when customers stop coming normally around 1 he must calculate all income from the day. cashiers are the ones who deal with the money that guest pay before check out. They also can assist the front office representative with their work. They are considered as members of the accounting department. working under the supervision of the accounting manager.

Reservationist are basically the ones who deal with reservations from customers. Determining availability, quoting rates and documenting reservations. The telephone operator is in charge of handling all calls, and directing the calls to guests rooms, staff members or department. They also may have to direct house calls placed from within the hotel.

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.

INTRODUCTION

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

When working in a hotel as a front office representative you must have special skills to attract customers. From being able to have a good first impression, giving a smile to customers. Good interpersonal and communication with customers. being able handle stress properly. Having knowledge of phone lines, having knowledge of computers. Being polite and always showing warmth to all customers. Being polite, being courteous, having patience with all troubling customers. Being helpful to all the

customers. When having learned all these skills it will be easy to attract customers to the hotel. Being polite and warm to all customers. When all of these skills are used correctly for sure that all Customers will feel wanted and important by the hotel. Then wanting to come again on holiday. Resulting in a successful hotel. All this is needed for a front office staff.

When working in a hotel customers will want to feel like they are wanted by the hotel. Since customers are paying for their stay they will want the perfect service where all customers want to be able to stay their holiday in peace. To do so the staff must always show that they are wanted.

A good first impression,

A good first impression can go a long way. The way you dress, the way your hair is tied for girls, your hair style for guys, how u say hello to a customer. The way you present your self is important because a customer does not want to be served by someone who looks unpresentable. So dressing correctly and having a decent hairstyle is important to attract customers. Therefor staff members must always have a correct uniform on and is presentable to all customers. First impressions can also be seen from how you greet a customer. A simple hello and a smile would be enough. And must also remember regular customers by name. It makes them feel as if they are all wanted and remembered by the hotel. So making sure that all staff are dressed correctly and know how to greet a customer properly. Good interpersonal and communication with customers. Again all staff must be able to communicate with customers well. Making sure that the customers

fully enjoy their stay. Being interpersonal and having good communication with all customers is important to have in a hotel to make it successful.

Being able handle stress properly.

Every staff member of a hotels front office must always remember that they must not show their personal problems inside the hotel. If in a bad mood or if angry when a customer comes they must not show their emotions towards them. As for a argument might escalate. However if one has a personal problem that is hard to control tell your supervisor to let u have a break or the day of. As for personal problems are part of life and cant be helped. But if a small matter they wont. And you will have to hide your emotions inorder to satisfy the customer. And if a troubleing customer comes that might be rude or disrespectful one must always ignore what he/she says just to please the customer. Hold your emotions. Until later when can release them freely. So having control over stress and emotons is important for front office staffs. To ensure that customers are treated correctly and avoid any problems.

Being polite and always showing warmth to all customers.

When working in a hotel as a front office staff it is important to always be polite to all customers, politeness is one of the main things to remember when serving a customer. Being rude will show that the hotel does not care about the customers. Even when the customer is wrong the staff must always respect the customer and remember that the customer is always right. When outside ad out of uniform you can say what you want. But when inside of the hotel or wearing the uniform you must respect all customers and always be polite to all the customers.

Showing warmth to customers is important being able to show the customer that they are wanted. Try void body contact a customers would not think well some some one they don't know hugging them. A simple thank you or a smile would be enough to show a customer that they are wanted in the hotel.

Being courteous.

Courtesy is a form of politeness saying that you for your stay will show your customer that their business is appreciated in a hotel. Always remember that inside a hotel staff must always show courtesy to all customers even if a customer is rude or abnoxious but they are all customers of the hotel and for a hotel to be a success the hotel must have customers so being courteous is important for a hotel. Every hotel must remember to make sure that their front office staff are show courtesy to all customers.

Having patience with all troubleing customers.

Patience is important for every employee in a hotel. If its being patient with your boss or more importantly being patient around a troubling customer. A customer way be annoying, rude, disrespectful or just an overall pain. But it's the job of a front desk employee to make sure that the customer enjoys their stay. Patience is the key for success as they say. Every employee must be able to handle a customer, have patience with troubling customers and know how to treat all customers correctly.

This having being said every front office manager must always remember to train all staff in ways to communicate with customers to successfully gain

their business. Every employee should be kind to all customers, talk in a soft tone to each and every customer

And always make sure that the customer is pleased when checking into room and checking out. Make sure that their stay is a pleasant one.

CONCLUSION

Every employee must have a special set of skills to make sure that a customer's stay is pleasant. So a manager must always make sure that the acting supervisor is correctly training staff to handle customers correctly. By making sure that the employees all know how to communicate with a customer correctly and efficiently.

Making sure that all employees are warm and kind-hearted to all current and future customers, enable to sustain current customers and attract potential customers to the hotel. Making sure that customers have no complaints with employees' attitude,

A good first impression goes a long way where all employees know how to dress correctly and look presentable to all customers for the hotel. Being presentable means having the correct uniform and a decent hairstyle nothing too crazy.

Being able to handle stress is important for all employees where they must not show their unhappy mood to customers. Customers don't want to see your attitude.

Being courteous to all customers is something every employee must remember. A customer is the income for a hotel. And the reason you work there. So always show customer courtesy.

Being able to handle troubling customers is important. Some time customers can be un-understanding, a employee need to be able to handel a troubling customer easily.

Bibliography

http://www.ehow.com/facts_5538984_hotel-office-manager-job-description.html

http://wiki.answers.com/Q/What_are_the_Duties_and_responsibilities_of_front_office_manager_in_hotel

<http://www.paycheck.in/main/work-and-pay/women-paycheck/job-outlook-2/front-office-staff-receptionist-in-hotels-1>

<http://www.paycheck.in/main/work-and-pay/women-paycheck/job-outlook-2/front-office-staff-receptionist-in-hotels-1>

<http://www.wowjobs.co.za/job/Oops.aspx>

<https://assignbuster.com/the-work-of-a-hotels-front-desk-staff-tourism-essay/>