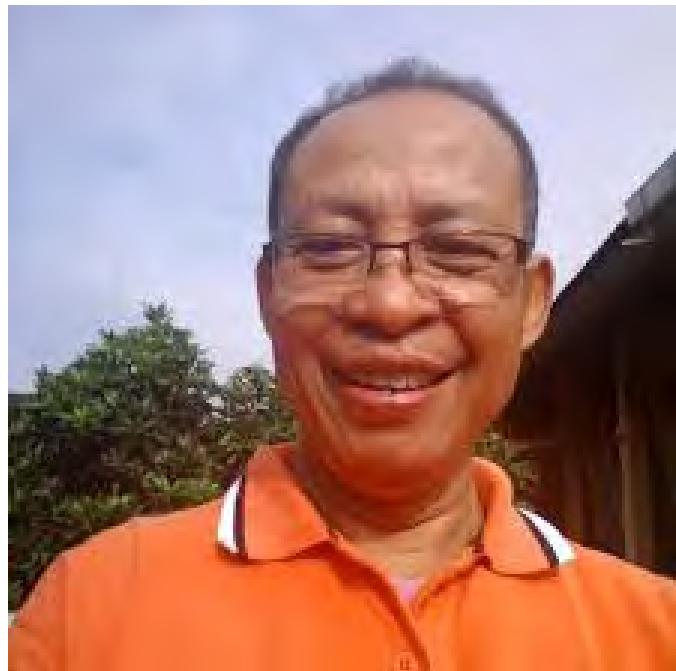


11/20/2018



SPHM
HOSPITALITY

SPHM – F.O JOB DESCRIPTIONS



By: | Agustinus Agus Purwanto, SE MM



F.O Job Descriptions



Job Descriptions – Room Division – Front Office

Agenda

- 1.01 Room Divisions Manager**
- 1.02 Revenue & Front Office Manager**
- 1.03 Reception Manager**
- 1.04 Head Receptionist**
- 1.05 Front Office Attendant**
- 1.06 Guest Relation Manager**
- 1.07 Assistant Guest Relation Manager**
- 1.08 Guest Relation Supervisor**
- 1.09 Guest Relation Officer**
- 1.10 Reservation Supervisor**
- 1.11 Reservation Officer**
- 1.12 Chief Concierge**
- 1.13 Concierge Officer**
- 1.14 Bell Captain**
- 1.15 Bellman**
- 1.16 Executive Driver**
- 1.17 Door Boy – Girl**
- 1.18 Valet**
- 1.19 Airport Representative Supervisor**
- 1.20 Airport Representative Officer**
- 1.21 Business Centre Supervisor**
- 1.22 Business Centre Officer**
- 1.23 Telephone Operator Supervisor**



1.24 Telephone Operator

1.25 Fax Operator

1.26 Night Manager

1.27 Night Administration



JOB DISCRIPTION

JOB TITLE: Rooms Divisions Manager

DEPARTMENT: ROOMS DIVISION

SECTION: Front Office

REPORTS TO: General Manager

SUPERVISES: Assistant Front of House Manager
Front Office Manager
Reservations Manager
Front Office Supervisor
Front Office staff

JOB SUMMARY:

Basic functions: Directs and controls, Reservation, Reception and Information / Tours Counter, Telephone Section, Airport representatives, Front Office Cashier, Porters Department

Responsibilities and Duties- General / Specific

1. Be responsible for all Front Office Operation i.e.
 - a. Reception and Cashier
 - b. Reservation
 - c. Concierge
 - d. Business Center
 - e. Airport Representative
 - f. Telephone Operator
2. Ensure all procedures are followed properly.
3. Keep the hotel standard of service toward guest at all times.
4. Ensure good communication and cooperation between Front Office Department and other Departments.
5. Be responsible for rooms' control and rate restriction.
6. Prepare operating and capital budgets.
7. Control expenses of Front Office Department.
8. Be responsible for all training in front Office department.
9. Be responsible for Front Office staff recruitment.
10. Be responsible for all assets in Front Office Department.
11. Control the room keys.
12. Prepare monthly reports.
13. Handle salary increments.



14. Handle other instruction from Resident Manager of General Manager.

Responsibilities and Duties – Reservation Operations

- 1- That reservation is fully aware of rate structure of the hotel.
- 2- That reservation department and Front Office staff are constantly aware of availability dates- open, on request, closed dates, etc.
- 3- That telephone is handling promptly and efficiently.
- 4- That all faxes requiring attention are answered or distributed to right channel without delay.
- 5- During "Close" and "On Request" period personally takes control of the booking situation, maximize rooms' sales and accurately forecasting "No Show" of "Cancellation"
- 6- That forecast and monthly report are done promptly and accurately.
- 7- All duties of VIP reservation, amendments are known to all Front Office staff.
- 8- All allotment blockages are regularly reviewed.
- 9- Complies with conditions of contractual agreement.
- 10- Ensure that reservation status is regularly up-dated
- 11- Supervisor that systems for documenting deposit, which are sent in advance.
- 12- Fully conversant with company policies and have available all necessary literature tariff brochures and sales kits.
- 13- Maximizing room revenue and average room rate (yield)

Responsibilities and Duties – Reception Operation

1. Staff must be fully briefed on room status, rates and types.
2. That staff is aware of booking situation daily.
3. That staff is aware of yesterday occupancy and today occupancy.
4. That staff is welcoming all guests with a smile and traditional greeting.
5. That staff intelligently engage a converse with guests.
6. That all guests are treated equally as VIP.
7. Ensure that reception desk is adequately staffed.
8. Ensure that staff is on stand by to welcome guests at all times.
9. Ensure that receptionist escort guests to room.
10. Ensure that visitors are met and taken care of.
11. Flight confirmation procedures carry out properly.
12. Proper uniform good appearance and personal hygiene are observed.
13. Pre-registration of VIP and return guests are done promptly.
14. Ensure that registration cards are accurately filled in with all relevant details and that procedures regarding passport i.e. family name, first name etc. are followed.
15. That all information and procedures required by the police department is recorded and supplied
16. Check that all rooms are presentable & participate in random room check to ensure standards are kept.
17. Supervise the system for courtesies items to guests are ready in the room on check in.
18. Coordinate with House Keeping and Engineering to minimize out of order room.
19. Supervise a proper system for all mails, faxes etc, ensure to handle staff properly.
20. Greeting as many as possible to arriving and departing guests.



21. Ensure a proper coordination among staff during check in process.
22. Ensure that all VIPs, return guests & any other guests advised by Management are welcomed properly.
23. Ensure staff personal cleanliness and manners are regularly observed.
24. All daily reports are properly and accurately prepared.
25. All guest names are correctly and properly on folio.
26. All VIPs classification are recorded and distributed.
27. Ensure that room rate and details required are properly handled.
28. Ensure that guest's room keys are handled discreetly.
29. Ensure guest personal information is not given out to other without consent.
30. Name of VIPs and return guests are remembered.
31. Verification of guest name is done at all times before giving out room key.
32. All key replacement are tightly controlled and approved.
33. All guest room must have key and key tag.
34. Ensure that not unauthorized staff has access to keys.
35. Ensure that the working station is always clean and tidy.

Responsibilities and Duties- Telephone Section

1. Ensure that staff is properly trained in handling the PABX system and switchboard. New staff is adequately
2. Ensure that operator standard of English comprehension and expression are acceptable and that they can speak clearly and politely.
3. That they are fully conversant with the usage of weak up call and billing system.
4. That the proper procedures are used for passing on of message for guests, management and hotel departments.
5. Ensure that the switchboard is manned at all times.
6. Regularly check that good coordination is achieved for shift to shift and with other section/department.
7. That they are fully aware of Fire and Emergency Procedure and that important telephone numbers such as police, fire brigade, hospital ect. Are available for quick reference.
8. Hotel information and telephone extension numbers of internal management offices are known and memorized.
9. Ensure that all bills are paid and recorded.
10. Ensure that staff is using English as standard Language when answering internal and incoming telephone calls.
11. Ensure that all incoming outgoing and weak up call are done properly and efficiently.
12. Ensure that telephone is answered within (max) ringing 3 times.

Responsibilities and Duties-Airport Representatives

1. Ensure that meeting all arrival and arrangements on departure of all guests are properly executed.
2. That all staff maintains a good relationship with Airport Authority airline for the smooth arrival / departure of all guests.

3. A monthly meeting is held either at the airport or at the hotel.
4. Ensure that sufficient staff is working everyday.
5. At least two telephone calls per shift must be done to make daily report between staff and management.
6. Ensure that paging system is working properly and carry daily on all shifts.
7. Ensure that staff maintains well manner and observe rules, regulation and any special instruction at all times.
8. Ensure that staff has proper uniform and carry hotel signboard while working.
9. General sales by acquiring walk-in guests.

Responsibilities and Duties- Front Office Cashier

- 1- Ensure that cashiers are fully aware of company's credit policies rules regarding acceptance of credit card, traveler check and foreign currency.
- 2- Correct procedures for the checking out of guests are followed: and all cashiers are fully conversant with the use of cash register, credit cars approval systems and other machine in relation to their job.
- 3- Proper procedure & policy followed concerning bill cancellation, rebate, paid put and other discount.
- 4- General Service at the counter run smoothly without interruption safe deposit keys, office keys handling process.

Responsibilities and Duties- Bell Captain

- 1- Ensure that bell desk is manned at all times.
- 2- Ensure that smooth and fast baggage handling for all arrival / departure guests
- 3- All baggage is recorded.
- 4- English language is properly used.
- 5- Keep working area, clean and tidy daily.
- 6- Ensure that all bills are paid and room keys returned before guest depart from the hotel premises.
- 7- Messages are distributed properly and accurately.
- 8- Ensure that hotel shuttle bus service and airport transfer are carried out smoothly and properly
- 9- Maintain close relationship with reception / information / cashier as well as other related section.
- 10- Help observe safety and security rules at all times.
- 11- Alert the management of any unattended packages and stranger found in the premises.
- 12- Carry out other assignments.

Responsibilities and Duties – Front Office Operation

- 1- Ensure that hotel rules & regulation are followed.
- 2- Ensure that hotel policy & procedure are observed.
- 3- Relevant information received is passing down to staff.
- 4- Unity and cooperation carry out.
- 5- Staff knows what he/she has to do and performance is up to the highest standard.
- 6- Briefing, training and development process is done regularly and efficiently.



- 7- Handle complaint, incident and accidents.

Supervision Received

Direct Supervisor: General Manager

Indirect Supervisor: Resident Manager / Executive Assistant Manager

Responsibilities and Authority

- 1- Employee relation: Maintain good employee relations, review employee performances and efficiently. Interview, hired, trains transfers and promotion recommendation.
- 2- Materials of products: Not direct applicable.
- 3- Authorization; Up to certain extent that will not tarnish or jeopardize hotel revenue and image. He / she can authorize cancellation of bill, rebate, entertains with prior approval from General Manager. Room discount as per hotel's policy.
- 4- Business contact (Internal and External): Meet with top management personnel and greets VIP, travel agents, government officers, high ranking officers and top commercial business person.
- 5- Special or additional responsibility: as assigned by the General Manager.

BUSINESS ETHICS

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We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our hotel and about Bali.

CONFIDENTIALITY



The hotel requires that you will not (either during or after your employment), divulge any Information acquired by you about the company, its customers and associated business to any Third party without express authorization from Senior Management of the hotel

Since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood That there will be some additional and new attachments in the future as the business will be Increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.

I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



JOB DISCRIPTION

JOB TITLE: Revenue and Front Office Manager

DEPARTMENT: ROOMS DIVISION

SECTION: Front Office

REPORTS TO: Resident Manager

SUPERVISES: Assistant Front of House Manager
Reservations Manager
Front Office Supervisor
Front Office staff

JOB SUMMARY:

Revenue and Front Office Manager is responsible to ensure the delivery of high quality service as well as to optimize revenue per available room of the Hotel by managing relationship between occupancy and average room rate. She/he is required to participate in developing revenue strategies together with DOSM, RM and GM and provides leadership and direction to the front office team

Responsibilities and Duties- General / Specific

To provide an experience to everyone and everything we do. We need to ask “**what is the experience this person will get**”.

Switch factor. To increase the cost for an individual guest should he choose to switch to another hotel by providing the appropriate products or services, with guest retention as an aim?

Manage the situation by looking at any given station and ask ourselves that very question. Are we in control, are we managing in the best interest of our guests needs.

Optimize the potential Spend without the risk of making less money later on by ostracizing our guests.

Responsibilities and Duties – Business Development

To set revenue strategies and monitor implementation.

To drive hotel pricing and market segment mix strategy and communicate it to the other departments.

To understand the dynamic of the local market and demand generators by going through the regular competitors' check and hotel statistics, using tools such as Hotelligence.

To maintain historical data and calendar of events required for revenue decisions.

To monitor competitors availability and pricing on a daily basis using all available tools such as Rate Tiger, Internet and present appropriate actions.

To set group rates and monitor displacements and to produce and update group yield planner.

To ensure the Reservations team optimal use of all distribution channels and rate



parity.

To supply critical analysis on the effects of short term decisions affecting occupancy, average rate and room profit growth

To decide the fences in peaks and special rates in toughs with DOSM and RM and XXX the update of free sales charts e.g. Merires, GDS, and 3rd party websites.

To introduce incremental revenue generators to maximize overall hotel revenue

To insure integrity if statistics, nationality, companies, analysis to insure targeting of business (M3 result)

To conduct weekly, monthly and yearly room forecast

To assist in producing the annual room budget with in-depth analysis for the Budget and Marketing Plan

Follow-up key ratio's ie occupancy, arrival and Revpar

To review the update room availability with Reservations Supervisor and to monitor closely in order to maximize sales opportunities and minimize regrets build-up.

To provide guidance and leadership to reservations team and front desk employees on up-selling techniques

To establish staff incentives with yield as overall objective (if required)

To lead the development, implementation and on going effective use of revenue management systems, PMS, processes and tools. Call for and conduct weekly yield meeting.

To ensure compliance with brand, regional and owning company policies relating to revenue management

Responsibilities and Duties – Front Office Operation

Oversees the overall operations of Front Office and ensure a smooth flow of work by keeping an effective communication between Guest Services Manager, Solutions Manager, Duty Manager and Night Manager.

To work closely with Duty Manager and to take charge of special requests and any problem arisen from guests and staff.

Ensure a smooth shift is hand over with a clear update on current room situation in the Hotel and in the city, on-day rate and selling strategy, VIPs/groups arrival and departure, events of the day and important information and report.

Review all morning reports e.g. last night occupancy/rate, competitors' result, Duty Manager log book, guests' comment report from GSM and make immediately follow-up action.

Review arrival reports and ensure appropriate amenities and greeting to follow with GSM

Monitor upgrades with GSM

Monitor the all operations system ie PMS, PABX, Ving card, Reservations system and establish close relationship with the system providers e.g. PCCW and other suppliers

Ensure complete and accurate entry on guest profile and do random check

Manage a good control on department operation expense



Responsibilities and Duties-Administration & Approach

Be responsible to have all enquires and correspondences responded within 24 hours.
Ensure good quality of proposal and always answer the question of the client.
Establishes and maintains updated S&C account system and files of all accounts.
Assists the DOSM/ADOS in maintaining an effective accounts management system.
To manage an accurate and update database in Sales & Catering System as well as Property Management System.
Produce weekly and monthly report or any reports for marketing propose.
Review call plans and sales strategies with DOSM/ADOS
To forecast transient and group room nights
To conduct a minimum of 20 quality calls (including sales visits, site inspection and entertainment) and 30 telephone sales calls per week to developing new business while maintaining a close touch with existing accounts.

Responsibilities and Duties- Front Office Cashier

Ensure that cashiers are fully aware of company's credit policies rules regarding acceptance of credit card, traveler check and foreign currency.
Correct procedures for the checking out of guests are followed: and all cashiers are fully conversant with the use of cash register, credit cars approval systems and other machine in relation to their job.
Proper procedure & policy followed concerning bill cancellation, rebate, paid put and other discount.
General Service at the counter run smoothly without interruption safe deposit keys, office keys handling process.

Responsibilities and Duties- Bell Captain

Ensure that bell desk is manned at all times.
Ensure that smooth and fast baggage handling for all arrival / departure guests
All baggage is recorded.
English language is properly used.
Keep working area, clean and tidy daily.
Ensure that all bills are paid and room keys returned before guest depart from the hotel premises.
Messages are distributed properly and accurately.
Ensure that hotel shuttle bus service and airport transfer are carried out smoothly and properly
Maintain close relationship with reception / information / cashier as well as other related section.
Help observe safety and security rules at all times.
Alert the management of any unattended packages and stranger found in the premises.
Carry out other assignments.



Responsibilities and Duties – Front Office Operation

Ensure that hotel rules & regulation, policy & procedure are followed.
Relevant information received is passing down to staff.
Unity and cooperation carry out.
Staff knows what he/she has to do and performance is up to the highest standard.
Briefing, training and development process is done regularly and efficiently.
Handle complaint, incident and accidents.

Communication

Provide frequent communication with DOSM and ADOS in order to maximize the hotel profit through effective sales strategies.
Ensure marketing information and feedback of the Hotel are being communicate effectively with S&M department and others departments
Ensure an effective communication of all new offers and products to clients effectively & timely
Maintain a good networking within the hotel industry and the society

Personnel & Development

To ensure all processes within the department is documented
To fully utilize, communicate & administrate the company and benefits applicable to hotel employees
To fully utilize technology – database, word processing, S&C related soft wares.
To be available for regular reviews and job charts
To ensure that / attend regular On Job Training are conducted within the department.
To ensure that these training are been recorded
To actively participate in the quality circle within the hotel

BUSINESS ETHICS

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We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

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We are happy to talk to our guests when they ask us questions about our hotel and about Bali.

CONFIDENTIALITY

The hotel requires that you will not (either during or after your employment), divulge any Information acquired by you about the company, its customers and associated business to any Third party without express authorization from Senior Management of the hotel

Since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood That there will be some additional and new attachments in the future as the business will be Increasing and customer's expectations will be even higher, therefore new tasks will be added, as it shall be required.

I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: RECEPTION MANAGER

DEPARTMENT: Front Office

REPORTS TO: Front Office Manager

SUPERVISES: -

JOB SUMMARY:

Supervises F/O attendant, Concierge, Bell counter Guest Relations, Business centre.

DUTIES AND RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. Greets the VIP guests of the hotel.
2. As directed by the Front Office Manager, performs special services for VIP's.
3. Assists in VIP's arrival departure in absence of Guest Relation Officers.
4. Checks cleanliness of lobby and public areas, lights and as well as front office staff in proper and orderly appearance and behavior.
5. Checks on registration cards of arriving guests and ensures all information should be filled on each cards either by Guest Relation Officers or the guests.
6. Assists in sending guest messages or faxes.
7. Gives the instructions to the Night Reception, during the high occupancy periods, regarding: walk-in guests and release room blocked because of no-shows.
8. Assists in handling room lock problems.



9. Prepares and checks for VIP's arrival and escorts guests to rooms.
10. Co-ordinates with all departments concerned in order to maintain Front Office functions properly.
11. Operates the front office computer system in order to assist front office attendants.
12. Checks group department, fit and ensure switchboard makes appropriate wake up calls.
13. Handles guest complaints and other related problems and reports on the
14. Assistant Manager's log book.
15. Assists reception, business centre, cashier, concierge and bell captain during them are busy.
16. Knows and responsible in case of an emergency

The responsibilities are:

1. Answers guests inquire, handle complaints and attend to the needs of the guests.
2. Approves and sign for allowances, rebates etc., as required by Front Office Cashier.
3. Authorizes charges to be made for late departures and/or compliments on them.
4. Promotes and maintains good public relations.
5. Motivates and maintains good staff relations.
6. Maintains and be guided of hotel policy on credit/lost and found hotel guests properties.
7. Follows up in credit check report, liaise with credit manager.
8. To responsible for front office operation during the absence of Front Office Manager (HO)
9. To discuss all matters that needed to follow up with the next shift Reception Manager.
10. Approves the working schedule for the front office attendants and submits them to front office manager (HO).



11. Conducts and ensures the neat of appearance of front office attendant as well as correct attitude and behavior, discusses problems that encountered on this point with front office manager, assistant front office manager and their shift leaders
12. Prepares working schedule for Reception manager.

JOB PROFILE

SKILL AND KNOWLEDGE REQUIREMENTS

Must be able to communicate in English writing and speaking and other languages are advantages. Graduates bachelor degree and/or diploma in hotel and restaurant management or other related field with minimum of two years of experience in similar position. Good personality and charming is important to be the Assistant Manager in the way to represent him on behalf of hotel management.

DESIRABLE QUALIFICATIONS

Must be able to contact with all levels of personnel within the hotel and with the hotel guests.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Shift working either for morning, afternoon and overnight.



NEEDED ATTRIBUTES

Aptitudes:

Ability to delegate and simplify all tasks to the sub-ordinate. Be able to do the prompt decision making and ability to analyze front office reports. Planning, organizing, motivating, controlling and staff management is the key to be succeeded in this position.

Temperament:

Ability to perform wide varieties of tasks during the absences of Front Office Manager, reception, cashier, business centre, concierge and bell captain.

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: **HEAD RECEPTIONIST**

DEPARTMENT: Front Office

REPORTS TO: Front Office Manager, FDA Manager

SUPERVISES: Reception

JOB SUMMARY:

Responsible for supervising, training and participating in the activities of reception / engaged in maintaining an efficient front desk service

DUTIES AND RESPONSIBILITIES:

Duties and Responsibilities for this position shall include, but not be limited to, the following areas and activities, at management discretion; direction may be given for tasks outside the scope of work described.

The duties are:

1. Responsible for smooth functioning of reception counter.
2. Supervises, trains, guides and coordinates the activities of front office attendant which engaged in duty of above counters.
3. Checks room status through computer.
4. Handles any change in assignments of arriving guests and notifies all departments concerned (of the changes)
5. Checks all messages/guests notice are in order and received by guests.
6. Checks and ensures all expected departure rooms which is especially in high occupancy situation.
7. Coordinates meal breaks for all front office attendants.
8. Checks and ensures on instructions, policies and procedures are correctly
9. Carried out by all front office attendants then guides and corrects them as necessary.
10. Assists guest relation officers/Reception managers in VIPs and all guests check in. When is necessary replaced guest relation officer/Reception managers to escorting guests to the room?
11. Make reports, reminders for purposes of inter-shift communications and information to superiors.
12. Assists guest relation officers / Reception manager for group arrival.
13. Performs duties in common to all Front office supervisors and other special duties which may be assigned.
14. Ensures on procedures and policies of key-cards are carried out by front office attendant.



- 15. Ensures on procedures and policies of safety box keys are carried out by front office attendant.
- 16. Coordinates with reservation section on room situation.
- 17. Coordinates with room service and issues the expression orders.
- 18. Coordinates and informs housekeeping department on room status.
- 19. Ensures that all front office attendants have requested the method of payment from the guests.
- 20. Coordinates with the accounting department and general cashier on handling cash float, adjustments, allowances and paid outs.
- 21. Supervises front office attendant in handling cash and credit cards.
- 22. Supervises front office attendant in posting all charges or any transactions into the computer program and or credit card machines.

The responsibilities are:

- 1. Assigns the rooms for arriving guests based on individual and group requirements.
- 2. Checks House Keeping report and submits to reception manager.
- 3. Checks the departure reports / arrival reports and cash report prior to submit to the superior.
- 4. Checks all VIPs and all guests who join hotel Program and registration.
- 5. Handles and carries out (personally) any change of rooms and / or room rates
- 6. Notifies all departments concerned of the changes.
- 7. Checks stock of brochures of tourist publications and ensure items are stocked up.
- 8. Checks and ensures proper computer procedures are used for duties involving these (i.e. quick check in function, late check out notice, etc.).
- 9. Conducts and ensures the neat appearance of front office attendant as well as correct attitude and behavior, Discusses problems that encountered on this point with front office manager or reception manager.
- 10. Checks stock of forms and stationery items and ensures adequate stock is always on hands.
- 11. Supervises and ensures that all guest needs, inquiries and requests are correctly handled and accommodated in time.
- 12. Reports to Reception managers or front office manager for difficult cases or complaints.
- 13. Supervises work carried out by front office attendant in corrects procedures as necessary.
- 14. To discuss all matters which are needed to follow up with the next reception shift leader.
- 15. Reports the unusual situations, tasks that should be done or follow up on the reception's log book.
- 16. Ability to operate the computer system on the cashier menu, front office menu and as well as the credit card machines.
- 17. Knows the hotel policies on adjustments, allowances and paid outs.
- 18. Controls and supervises front office attendant on master safety box key, safety keys and other keys are carried out on the hotel procedures and policies.
- 19. Ensures the cleanliness of counter and working area at the front and back of the house prior at all the time.



- 20. Prepares the working schedules for front office attendants and submits them to Front Office manager for approval.
- 21. Liaise with Reception Manager if assistance is needed

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Written and spoken English is a must in this position, second language is an advantage in order to communicate with the guests, He or she must graduate in diploma in related fields either bachelor, higher diploma and/or diploma with the minimum of three years of experience as a receptionist/cashier at the front office and has a strong service mind. He or she must have a good characteristic in order to be the team leader. He or she should have the basic knowledge on personnel computer of computer programs and credit card machines.

DESIRABLE QUALIFICATIONS:

Ability to communicate with the guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Be able to work on the different shift as a team leader on morning, afternoon and overnight on day to day operations. Be able to do the field training for new staff as well as performs the usual jobs.

NEEDED ATTRIBUTES

Aptitudes:

Be able to assign all tasks to the sub-ordinate while maintains the standard of performance. Has a



strong leadership skill and team building. Be able to analyze all statistics and make the summary reports.

Temperament:

Be able to perform on the job of front office manager, assistant front office manager, reception managers, concierge and reception during his or her absences.

BUSINESS ETHICS

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I have read, understood and agree to this job description, all my duties and responsibilities.



Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: **FRONT OFFICE ATTENDANT**

DEPARTMENT: Front Office

REPORTS TO: Reception Manager

SUPERVISES: -

JOB SUMMARY:

Responsible for smooth functioning of front Reception counter, giving a prompt and proper service to guests and coordinates with the front office department

DUTIES AND RESPONSIBILITIES:

Duties and Responsibilities for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. Greets the guests upon their arrivals and departures.
2. Ensures that guests are given a prompt and proper service for any inquiries, check in and check out.
3. Checks all arrival and departure list, especially rooms for VIP's.
4. Always wish guest a pleasant stay atResort "Have a pleasant stay with us" or have a nice stay with us "after key been given to the guest after check in.
5. All assign rooms has been unblocked, before ensure that all guest
6. Ensures that all the confirmed reservation, the supporting documents should be attached at the registration card.
7. Confirm with the guest about the method of payment either cash or major credit cards and if with credit card verifies with the credit card companies.
8. To follow instructions, procedures which applied in the front desk.
9. To know what is happening in the hotel.
10. Handles any requests on room changes and notified to all departments concerned.
11. Communicates with the other sections in the front office department.
12. Welcomes and escorts guests to the rooms when guest relation officers are not available.
13. Handles reservation after the office hour of reservation section.
14. Must know the Hotels loyalty program, Moments.
15. Be able to handle the cash exchange.



16. Be able to perform on adjustments, allowance and paid outs either on cash or charged to the guest accounts.
17. Always thank the guest for staying with us on guest departure “Thank you very much for staying atResort and have a nice trip”.

The responsibilities are:

1. Maintains cleanliness of the reception counter.
2. Must attend to work in the complete uniforms which is in perfect condition, neat appearance and grooming.
3. Must attend daily briefing, front office's meeting and hotel's training.
4. Make sure all messages / faxes are delivered to the guest on time.
5. Make sure all works which needed to follow up has passed on and also write down in the log book to be discussed to next shift front office attendants without fail.
6. Checks all forms have been completed.
7. Reports all complaints which received from the guests to shift leader or reception manager.
8. Ensures that all reports have been completed prior to submit to the shift leader front office attendant.
9. Handles the cash floats, ensures to count them at the beginning and at the end of the shift.
10. Ensures to attach all documents concerned on adjustment, allowances and paid outs to the right guest accounts.
11. Asks the guests to sign on all adjustment slips as well as the credit card slips and ensures to return the credit card back to the guests.
12. Checks on all travel cheque exchanges, ensures to ask for the guest's passport and compares the guest's signature against the countersigned on the travel cheques, normally there should be two signatures on one travel cheque.
13. Issues the safety keys to the guest if the guest need to use the safety box at the front office by follow the hotel procedures and must request them back from the guests when the guest finish using the safety deposit box and inform the guest that the key will be change US \$ 100 if not return.
14. Handles and controls on hotel's safety deposit boxes and fully responsible to authorize such a person to enter the safety deposit boxes room.

JOB PROFILE



SKILLS & KNOWLEDGE REQUIREMENTS

Ability to communicate in English and graduates bachelor degree or diploma from the recognize colleges in any fields. Familiar with the computer system. Minimum of one to two years of experience in the similar position with the leadership skill.

DESIRABLE QUALIFICATIONS:

Be able to communicate with all levels of personnel within the hotel and with the hotel guests.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Works on shift on day to day basis and rotates the shifts every week, assists the night shift receptionist in all tasks while performs on duty at night.



NEEDED ATTRIBUTES

Aptitudes:

Be able to give the prompt service to all guests but should not exceed the authorization of the front office attendants.

Temperament:

Ability to work on the special assignments which ordered from guests and from the superior.

Interest:

Learns and see on how matter should be done by the front office attendant and remembered that for the next performance.

BUSINESS ETHICS

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We have pride in the work we do, how we present ourselves, and how we communicate with our guests and our colleagues.

We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

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Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: GUEST RELATIONS MANAGER

DEPARTMENT: Front Office

REPORTS TO: Front Office Manager

SUPERVISES: -

JOB SUMMARY:

Responsible to the entitle operation of the Front Office Department. Including Reservations, Front Desk, Concierge, Business Centre, Library, Airport Representative and Telephone Operation, through his Management and Supervision, The Guest Relation Manager will strive to achieve optimum Operating results while providing guests with the highest level of guest service and satisfaction.

DUTIES AND RESPONSIBILITIES:

Responsible and duties for this position shall include, but not limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

Guide the Assistant Guest Relation Manger and the Reservation Manager in their function to ensure optimum occupancy with maximum average room rate.

Ensure that all guests receive promptly cordial attention at all times and encourage personal recognition of all guests.

Require the Front Office staff to act positively and timely submission of all required statistic and performance reports when needed.

Be especially aware of the importance of the close cooperation with other departments and keep them thoroughly informed of Front Office matters that concern them.

Communicate to the Executive Director all necessary information, likely to the of interest to him/her, as well as any matters which may effect the interest of the hotel which should be brought to the attention of the executive office.

Develop and train junior staff to perform their functions with maximum productivity and efficiency so as to prepare them for greater responsibilities.

Coordinate the activities of the Assistant Managers are ensure that the guestrooms are inspected with schedule on rotating basis.

Take personal pride in the responsibility of ensuring that the lobby area, Reception desk, library, Bell counter as well as the Telephone operator area are kept in a clean state at all times.

Personally inspected VIP rooms prior to guest's arrival time whenever possible,



otherwise delegate this responsibility to a dependable Assistant or Supervisor. Supervise the activities of the Front Office Personnel to be matching with the company policies and procedures. Ensure that the credit policy of the hotel is followed in order to minimize the uncollectible city ledger accounts. Activity participation in the planning and the preparation of the annual budget with providing historical data on day to day basis which will provide a sound basis for future projection. Prepare and implement and conduct all training plan for Front Office staff whenever needed, and follow up with on the job training all the times. Hold Front Office Departmental communication meetings to review procedures that need careful handling and explanation, minutes of the meeting will be typed and posted on the Front Office bulletin board. Ensure that all VIPs lists are accurate and distributed to the concerned departments. Ensure that all turn away when the hotel is overbooked are totally handled. Welcome and escort VIP guests to their rooms or to delegate this responsibility to a dependable Assistant. Handling all the Travel Agent and Tour Operators familiarization trips to the hotel and coordinate with the departments concerned if needed. To develop and maintain a high degree of Management Philosophy he will conduct himself in the best possible manner so as to encourage and motivate his subordinators. To be fully aware of the Market situation as well as the competitors, to conduct at least twice a year a survey of market and competitors. Preparing and submitting the Front Office Attendance sheets on monthly basis and control the vacation balance for the Front Office staff. To maintain close working relationship with the hotel sales, to ensure that group, conventions are properly handled and that Sales is kept informed as to occupancy levels. To maintain a good relationship with potential Tour Operator / Travel Agent / Corporate account to increase their materialization with the hotel and to solve any problem could effects the smoothness of the work with the hotel.

To supervise the scheduling and discipline in his Department as well as the evaluation of performance, set recommendation with to promotion, salary considerations.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must be single female who has self-confidence plus a very charming manner. She must have ability to communicate with the guests in English especially speaking in the way to present the image of Thai ladies and her country. She has to graduate in vocational schools, diploma in any fields and bachelor degrees from the well-known reputation institutions. The basic knowledge of computer programs of typing is an advantage for her. Indeed, she must have a minimum of one to two years of experience in the similar position or has been working as the guest relation officer for two years and has the leadership skill.



DESIRABLE QUALIFICATIONS

Ability to communicate with the guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Must be able to work on different shift as a team leader either morning or afternoon. Has ability to correct the attitude of her subordinate as well as on filed training.



NEEDED ATTRIBUTES

Aptitudes:

Be able to assign all tasks to her subordinate while maintains the standard of performance. Be able to clarify and analyzes the productivity of each guest relation officers and reports to the superior.

Temperament:

Be able to perform on the job of business centre officers, concierge, and front office attendants during their absences of while they are on the meal breaks.

Interest:

Communicates with the guests and finds the way to improve the services for them comments and reports to assistant managers (HJs).

BUSINESS ETHICS

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Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: ASSISTANT GUEST RELATIONS MANAGER

DEPARTMENT: Front Office

REPORTS TO: Guest Relation Manager, Front Office Manager

SUPERVISES: GRM Supervisor

JOB SUMMARY:

Responsible for the General supervision of the Front Desk and during the absence of the Guest Relation Manager for the supervision of the Front Office Department entire operation;. Through his supervision, he should transmit the Guest Relation Manager plans and effectively participate in its implementation.

DUTIES AND RESPONSIBILITIES:

Responsible and duties for this position shall include, but not limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

Be fully aware of the general booking situation for the current and the future dates especially during peak season.

Be thoroughly knowledgeable of all policies and procedures and systems use in each sector of the Front Office sectors, to be able to give a decisive supervision to the staff when needed.

Ensure that the various reports required for the day to day operation are completed accurately, and distributed to the concerned Departments.

Check cleanliness of lobby, main entrance, public areas and all back office working areas when needed.

To supervise the action of the two daily Housekeeping report and coordinating with the Housekeeping Department for the proper preparation for the rooms.

To inspect the VIP's arrival's rooms before arrival time, and to make sure everything is ready by checking fruit basket, amenities, mini bar.....etc.

Personally greet the VIP guests in the absence of the Guest Relation Manager or when he delegates, and escort them to the rooms.

Ensure that credit extended to guests is strictly controlled and that the mode of payment is clearly understood within the limits of the hotel credit policy.

Constantly review the expected arrival for the day to identify possible no show in order to maximize room utilization.

Review all the night reports each morning before distribution to ensure it is accurate.

Review the no show's from the previous day to ensure that the billing or the action



taken is appropriate.

Conduct daily shift briefing and roll call for all Front Office staff on duty.]

Ensure all the GRO is aware of all procedures:

- Check in/out
- Paid out
- Money exchange
- Advance payment
- No show
- Cancellation
- Lost & Found
- Room move
- Passer by

Advise all department of room situation during critical periods.

Assist the Guest Relation Manager in conducting training for new Front Office staff whenever necessary.

Recommend promotions and rewards to Guest Relation Manager where any Front Office staff is found deserving.

Assist the Guest Relation Manager to establish the roster for Front Office staff.

Ensure that all necessary alternative arrangements are made to cover any Front Office staff who are unable to turn up for their respective duties on any shifts.

Assist the Front Office Manager in implementing new procedures.

Develop and maintain good employee relations through intelligent interpretation and conscientious application of hotel personnel policies.

Check all public areas and staff areas regularly for any irregularities.

Log all irregularities and report to Guest Relation Manager and General Manager especially any unusual occurrences such as accident, thefts, etc.

Monitor room situation critically during full house and take necessary action eg. Liaise with Housekeeping for return of rooms.

Co-ordinate and work very closely with the Security Department with regards to any criminal act, theft and accident within the Hotel.

Recommend improvement on improving services and increasing revenue, etc.

Check the appearance, grooming and uniform of staff and make recommendations to rectify and correct such appearance on all staff.

Handle guest complaints and provide assistance to guest's special request whenever required.

Prepare the monthly Front Office staff roster with the working hours, as well as preparation in advance the vacation plan for the department and submitting it to the Guest Relation Manager.

Extend his scope of supervision beyond the Front desk when there is no Duty Manager available.

To handle of guest request and complaints addressed to the Front desk, to report to the Guest Relation Manager all guest complaints or comments and the action taken at the end of the day.



JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must be single female who has self-confidence plus a very charming manner; She must have ability to communicate with the guests in English especially speaking in the way to present the image of Thai ladies and her country. She has to graduate in vocational schools, diploma in any fields and bachelor degrees from the well-known reputation institutions. The basic knowledge of computer programs of typing is an advantage for her. Indeed, she must have a minimum of one to two years of experience in the similar position or has been working as the guest relation officer for two years and has the leadership skill.

DESIRABLE QUALIFICATIONS

Ability to communicate with the guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Must be able to work on different shift as a team leader either morning or afternoon. Has ability to correct the attitude of her subordinate as well as on filed training.



NEEDED ATTRIBUTES

Aptitudes:

Be able to assign all tasks to her subordinate while maintains the standard of performance. Be able to clarify and analyzes the productivity of each guest relation officers and reports to the superior.

Temperament:

Be able to perform on the job of business centre officers, concierge, and front office attendants during their absences of while they are on the meal breaks.

Interest:

Communicates with the guests and finds the way to improve the services for them comments and reports to assistant managers (HJs).

BUSINESS ETHICS

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: GUEST RELATIONS SUPERVISOR

DEPARTMENT: Front Office

REPORTS TO: Front Office Manager

SUPERVISES: -

JOB SUMMARY:

Supervises guest relations officers, bell captain counter and doorman and responsible for assisting all assistant managers in directing, controlling and coordinating all front office department activities and for acting as a communication between management and guests.

DUTIES AND RESPONSIBILITIES:

Responsible and duties for this position shall include, but not limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. Front office activities at guest levels.
2. Coordinates with business centre officers and ensures that the guest history files from the registration cards and computer system are updates.
3. Assists the business centre officers for any guests inquires, when they are busy or in absences.
4. Arranges the special set up for VIP's as well as prepares all documents which needed for all VIPs.
5. Is fully assistance in checking all VIP rooms, and follow up to other departments for complete set of amenities are presented nicely in all rooms.
6. Ensures to escort **all guests** to their rooms.
7. Maintains the smooth relationships between management and guests by
8. performing such activities as :
 - Meets the guests at the lobby and offers pertinent information to hotel services and facilities, point of interest and entertainment.
 - Attends to guest complaints, requests or inquiries and to ensure that the above are followed up accordingly.
 - Approves and releases of expression order for all VIPs and other amenities and follow up to ensure that orders are carried out.
9. Assists in group arrival, departure whether all arrangements have been carried out.
10. Maintains and be guided of hotel policies on credit limit, lost and found hotel guest properties, emergencies and security acts.
11. Ability to use facsimile machines and sends the faxes.



- 12. Be contacted reason and offers assistance to long-staying guests.
- 13. Communicates with Concierge to ensure all VIP flight arrangements are handled properly.
- 14. Assist the library for any guest inquiries, when they are busy or in absence

The responsibilities are:

- 1. Ensures the guest relation officers counter is cleaned and has the all stationers, form needed.
- 2. Conducts and ensures the neat appearance of guest relation officers as well as correct attitude and behavior. Discusses problems which encountered to this point with front office manager (HO)
- 3. Sees at all activities at front office are properly carried out to meet guest satisfaction.
- 4. Plans weekly schedule, annual leaves, training schedule for guest relation officers.
- 5. Checks cleanliness of lobby, surrounding areas.
- 6. Maintain all files necessary for effective performance of duties
- 7. Make recommendation for improvements in front desk area
- 8. Notify GRO / cashier or concierge of guest transportation
- 9. Properly maintain and follow up the GRO log book
- 10. Record all guest comments and complaints to review with Assistant Guest Relation manager or The Guest Relation Manager

General

- 1. Communication in a friendly, tactful and professional manner with guests, supplies as well as colleagues.
- 2. Know the services and facilities provided by the hotel and the various opening hours of all facilities.
- 3. Be informed and keep your superior informed of all matters that may affect your work, the hotel's service or reputation.
- 4. Always present a clean and tidy appearance in accordance with the hotel's grooming standards.
- 5. Be flexible and open to change in your job responsibilities, work area and/or roster to meet business needs.
- 6. Be understanding, supportive, encouraging and helpful to guests as well as suppliers and your colleagues.
- 7. Care about your environment and make sure it is tidy and well maintained.
- 8. Be reliable and ensure you are at work on time.
- 9. Understand the Employee Handbook and comply with the standards it outlines.
- 10. Carry out all professionally reasonable instruction given by your superior.
- 11. Attend all training programs, briefings and meeting as scheduled.
- 12. Report all incidents, accidents and guest complaints in briefing.

Technical expertise

- 1. Front Office Accounting:
 - a. Rebates
 - b. Cash advance



- c. Travelers checks
- d. Credit cards
- e. Paid out
- f. Refund
- 2. If on early shift, coordinate preparation of VIP amenities and implement room all allocation.
- 3. Welcome all guests.
- 4. Clear all expected departures.
- 5. Coordinate with Housekeeping concerning room status and others.
- 6. Check guest history, arrival list and ensuring all routing and special instructions are properly implemented.
- 7. Follow up work on logbook.
- 8. Ensure guest history is kept up to date.
- 9. Handle guest complaints courteously and efficiently. Ensure complaints and actions are always written in the logbook.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must be single female who has self-confidence plus a very charming manner. She must have ability to communicate with the guests in English especially speaking in the way to present the image of Thai ladies and her country. She has to graduate in vocational schools, diploma in any fields and bachelor degrees from the well-known reputation institutions. The basic knowledge of computer programs of typing is an advantage for her. Indeed, she must have a minimum of one to two years of experience in the similar position or has been working as the guest relation officer for two years and has the leadership skill.

DESIRABLE QUALIFICATIONS

- 1. Be at the front desk and supervise operations.
- 2. Conduct shift hand over briefings.
- 3. Update logbooks.
- 4. Ensure a strict room key control system is implemented.
- 5. Approve rebates within the amount parameters as specified by the hotel's policy & procedures.
- 6. Ensure the correct implementation of all cash-handling procedures.
- 7. Ensure all check-in/out procedures are implemented in accordance with established standards
- 8. Ensure the following policies & procedures are adhere to:

LEADERSHIP:

- 1. Be actively involved in building teamwork and enhancing the team's commitment to their work and the hotel.
- 2. Actively and successfully train staff to work according to the department's standards.
- 3. Recognize outstanding individual performance in your team and deal with substandard performance fairly, immediately and constructively.



4. Ensure all employees under your supervision are schedule in accordance with business needs

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Must be able to work on different shift as a team leader either morning or afternoon. Has ability to correct the attitude of her subordinate as well as on filed training.

NEEDED ATTRIBUTES

Aptitudes:

Be able to assign all tasks to her subordinate while maintains the standard of performance. Be able to clarify and analyzes the productivity of each guest relation officers and reports to the superior.

Temperament:

Be able to perform on the job of business centre officers, concierge, and front office attendants during their absences of while they are on the meal breaks.

Interest:

Communicates with the guests and finds the way to improve the services for them comments and reports to assistant managers (HJs).

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:

Job Description

JOB TITLE: GUEST RELATIONS OFFICER

DEPARTMENT: Front Office

REPORTS TO: Chief Concierge or Senior GRO



SUPERVISES: -

JOB SUMMARY:

Responsible to maintain good relationships with guests and hotel staff. Handle guest complaints with the professional skills and assist concierge, Reception and business center during busy hours.

Relation Officers will rotate their duties which divided into 3 sections according to the roster:

1. Information Desk (Library)
2. Airport Representative
3. Call centre & Operator
4. Front Desk (Checking in & out/Cashiering)
5. Certain reservation tasks

DUTIES AND RESPONSIBILITIES:

Duties and Responsibilities for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. Greets and welcomes all guests.
2. Giving information, handles complaints, attend the needs of the guest and follow up.
3. Handles VIP check in and escort them to their rooms.
4. Ensures to understand on how to operate the computer system as well as the facsimile machine.
5. Promotes and maintains good public relations.
6. Motivates and maintains good staff relation.
7. Requests all guest to fill the guest comment leaflets when doing their courtesy call.
8. Guest relation officers must update the guest's history files.
9. Checks all information of the VIP guests arrival, prepare the registration card.
10. Offer the flight reconfirmations and arrangements to the guests.
11. Assists Reception, Concierge and Business Centre during busy hours.
12. Perform rooms allocation
13. Pre-register when required
14. Arrange and coordinate with concerned departments for necessary set up for arriving guests
15. Check-in guests in a friendly, professional and efficient manner
16. GRO must update guest profile and history
17. Offers the flight reconfirmation and arrange airport transfer for the guests.
18. Explain hotel's facilities to arrival guest
19. Liaise with Housekeeping on room status.
20. Prepare all necessary reports for management and department heads
21. Provide guests with up to date information
22. Liaise appropriate information with bell & concierge and driver.
23. Check out guests in a friendly professional and efficient manner.
24. Distribute room keys properly.
25. Balance and close shift accurately before departing at the end of shift.
26. Pass over all relevant information to Senior GRO and other GRO on the next shift
27. Ensuring that registration cards are properly filled out, check-out departing guests by taking out slips from room rack rotary rack and key box.



28. GRO must assure that all keys returned for all check-out-rooms
29. Compare Housekeeper, report on room occupancy with room rack and reports the discrepancy to Assistant Guest Relation Manager or Guest Relation Manager.
30. Prepare folios of each guest to be approved by Senior Guest Relation Officer before handling them over to the cashier.
31. Informs concerned departments and other outlets of arrival, room changes check-out and special arrangements
32. Report to duty on time and in uniform ready to commence rosters shift.
33. Maintain an excellent standard of grooming and personal hygiene.
34. Check work station to be ready for operation prior to shift, log all discrepancies and report to the Guest Relation Manager
35. Provide guest service with friendly, professional style and graciousness.
36. Work in Front –of-house as designated by Guest Relation Manager, this includes working on Front Desk, Telephone Operator & Call centre, Guest Services, Reservation and in the Library
37. Performs all other associated duties as requested
38. Keep work station in neat and orderly fashion at all times.
39. Assist with the transportation of guests to and from the hotel/ airport as requested from time to time
40. Answering telephone promptly and courteously

The responsibilities are:

1. As per direct instructions by front office manager, assistant front office manager and chief concierge performs special services for VIP guests.
2. Checks the cleanliness of lobby, surrounding areas, lights, public phone, and public toilets.
3. Attends meeting of department concerned.
4. Prepares and checks for VIP guest's arrival and escorts them to their rooms.
5. Must register the guests into computer system after they have checked in.
6. Coordinates with all departments concerned to keep front office operations run smoothly and properly.
7. Reports all incidents or cases that involved front office operations to Front Office Manager.
8. Adhere to hotel policies and procedures without failing
9. Assist other section in Front Office Department whenever necessary.
10. Perform duties common to all rank and file and non-supervisory personnel and other duties as may be assigned.
11. Accomplish the followings.
 - a. Complete expression order to group welcome drink and fruit & Flower order for VIPs
 - b. Room charge/room change notice.
 - c. Arrival /Departure list
 - d. Advance payment list
 - e. Clock room list for group and individual guests and inform Housekeeping
 - f. No show/cancellation lists
 - g. The reception desk is to be kept clean and tidy at all times.
 - h. Coordinate the departure and arrival of limousine service as well as the beach bus with the drive
12. Maintain proper functioning of room rack and room status system to be able to identify check-out rooms, out of order rooms and ready rooms for sell.



JOB PROFILE

SKILLS AND KNOWLEDGE REQUIREMENTS

Must communicate in English other languages are the advantages to provide warmth welcome to the guest. Must be a female with self-confidence and good looking with charming manner and good personality. She has to be graduated from bachelor degrees and diploma in any fields with her service mind. Ability to operate personnel computer and typewriter.

DESIRABLE QUALIFICATIONS

Ability to communicate and maintains the excellent public relation with the guests and hotel's staff and all respective department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Must work on different shift (morning and afternoon) and on special occasion she will be requested to work extra hour.

NEEDED ATTRIBUTES

Aptitudes:

To respond and works on all tasks that assigned by Front Office Manager. Assists the guests with the professional manner and delegates to people' concerned.. Must know the special program of Sun Paradise Hotels & Spa such as "HQA" programs.

Temperament:

Be able to perform on wide varieties of tasks which will be assigned by the managers or be able to replace Reception, concierge, and business centre during their absences.

Interest:



Familiar with the surrounding areas of hotel location, shopping center/area, Thai tradition and culture and points of interest either in local or other provinces.

BUSINESS ETHICS

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CONFIDENTIALITY

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I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: **RESERVATION SUPERVISOR**

DEPARTMENT: Front Office

REPORTS TO: GRM or ASST GRM

SUPERVISES: Reservation Agent

JOB SUMMARY:

DUTIES AND RESPONSIBILITIES:

Responsibilities and Duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

Responsibilities and Duties – General / Specific

- 1- Supervise and participate in activities of Reservations clerks, engaged in receiving, processing and confirming guest room reservations and in maintaining guest history cards
- 2- Establish a working procedure to cope with revisions, cancellations and information calls processed
- 3- Accomplish and maintain the following reports
 - a- An accurate daily and monthly record and count of reservation
 - b- Confirm rooms reserved and room available for sale to determine under or overbooking and keep Front Office Manager and The General Manager informed on occupancy situation.
 - c- Prepare weekly forecasts and report of reservations on hand of occupancy for the final approval of Front Office Manager.
- 4- Prepare weekly forecast, expected VIPs with adequate information on each guest and send them out to the department heads
- 5- To ensure that reservation forms have been filled up correctly, inform Front office Manager and Housekeeping of VIP and special arrangements.
- 6- Coordinate with the Credit Manager and accounting department regarding refunding of cancellation of reservations with deposits and inform Front Office Manager.
- 7- Prepare the complimentary order for fruits, welcome letter, flowers and other amenities for incoming VIPs daily before going ending shift
- 8- Supervise maintenance and use of telex machine.



- 9-** Perform duties common to all supervisors and other duties as may be assigned
- 10-** Correspond with foreign and local travel agents, airlines and commercial companies to solicit business for the hotel.
- 11-** File all correspondents, amendments and information pertaining to group correctly for easy reference
- 12-** Record and update forecast change in the forecast chart and board
- 13-** Record and update room rate charges in rate rack for those regular clients of commercial firms
- 14-** Prepare monthly nationality and tour production reports
- 15-** Control room situation and rate restriction
- 16-** Ensure all room reservation is handled properly
- 17-** Ensure all contracts are updated and filed properly
- 18-** Be responsible for all trainings of reservation Section
- 19-** Ensure good coordination and cooperation section and sales, Front Desk and other departments on room reservations and others.
- 20-** Ensure all procedures are followed properly
- 21-** Handle working schedule
- 22-** Control sectional expenses
- 23-** Ensure courtesy giving to all customers
- 24-** Recheck all reservations on a daily basis
- 25-** Handle and control travel agent and company master filed
- 26-** Handle other instruction from Front Office Manager and The General Manager
- 27-** Responsible for all stationeries control in reservation department.
- 28-** Check all guest visa status with personnel department when required and notify Front Office Manager for any delays.
- 29-** Adhere to hotel policies and procedures without failed.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must be single female who has self-confidence plus a very charming manner. She must have ability to communicate with the guests in English especially speaking in the way to present the image of Thai ladies and her country. She has to graduate in vocational schools, diploma in any fields and bachelor degrees from the well-known reputation institutions. The basic knowledge of computer programs of typing is an advantage for her. Indeed, she must have a minimum of one to two years of experience in the similar position or has been working as the guest relation officer for two years and has the leadership skill.

DESIRABLE QUALIFICATIONS

Ability to communicate with the guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties



COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Must be able to work on different shift as a team leader either morning or afternoon. Has ability to correct the attitude of her subordinate as well as on filed training.

NEEDED ATTRIBUTES**Aptitudes:**

Be able to assign all tasks to her subordinate while maintains the standard of performance. Be able to clarify and analyzes the productivity of each guest relation officers and reports to the superior.

Temperament:

Be able to perform on the job of business centre officers, concierge, and front office attendants during their absences of while they are on the meal breaks.

Interest:

Communicates with the guests and finds the way to improve the services for them comments and reports to assistant managers (HJs).

BUSINESS ETHICS**The Sun Paradise Hotels & Spa team always believes and behaves in the following:**

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:

Job Description

JOB TITLE: **RESERVATION OFFICER**

DEPARTMENT: **Front Office**



REPORTS TO: Reservation Officer

SUPERVISES: -

JOB SUMMARY :

DUTIES AND RESPONSIBILITIES:

Responsibilities and Duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

Responsibilities and Duties – General / Specific

1. Check work station are ready for operation.
2. Maintain a good knowledge of hotel revenue.
3. To be fully aware of hotel products.
4. To be able to control allotment.
5. To attend all training sessions assigned by the superiors or the Training manager.
6. Keep a good record of all the documents in reservations.
7. Having a good information about the competitors.
8. Coordinate with F&B regarding the package on the daily basis.
9. Fully oriented of selling techniques.
10. Encourage up selling in front office as well as other outlets in the hotel.
11. To ensure all booking are entered into the system.
12. To be able to correspond e-mail effectively and professionally.
13. Having very good control on rooms during peak period.
14. To implement yield management style at work place.
15. To be able to prepare forecast reports.
16. Being flexible of handling (GDS) Global Distribution System, reservations.
17. To accomplish other additional tasks assigned by Front Office Manager and General Manager.
18. To maintain a good filling system.
19. Handing different type of reservations (Travel Agency, Groups, individual bookings)
20. To have a quality of updating information's in reservations.
21. To build positive rapport with other departments personnel while approaching.
22. To inform supervisor for any updates immediately.
23. To have a quality of having extra responsibility.
24. To perform all other associated duties as requested.
25. To assist front desk when required.
26. Adhere to hotel policies & procedures

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS



Must be single female who has self-confidence plus a very charming manner. She must have ability to communicate with the guests in English especially speaking in the way to present the image of Thai ladies and her country. She has to graduate in vocational schools, diploma in any fields and bachelor degrees from the well-known reputation institutions. The basic knowledge of computer programs of typing is an advantage for her. Indeed, she must have a minimum of one to two years of experience in the similar position or has been working as the guest relation officer for two years and has the leadership skill.

DESIRABLE QUALIFICATIONS

Ability to communicate with the guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Must be able to work on different shift as a team leader either morning or afternoon. Has ability to correct the attitude of her subordinate as well as on filed training.

NEEDED ATTRIBUTES

Aptitudes:

Be able to assign all tasks to her subordinate while maintains the standard of performance. Be able to clarify and analyzes the productivity of each guest relation officers and reports to the superior.

Temperament:

Be able to perform on the job of business centre officers, concierge, and front office attendants during their absences of while they are on the meal breaks.

Interest:

Communicates with the guests and finds the way to improve the services for them comments and reports to assistant managers (HJs).



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Employee:..... Signed: Date:



Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE:	CHIEF CONCIERGE
DEPARTMENT:	Front Office
REPORTS TO:	Front Office Manager
SUPERVISES:	Concierge, Bellboys, Doorman, Valet Driver, Door Girl

JOB SUMMARY:

The Chief Concierge is a “key person”, acts as host of hotel by providing and assisting to the guests, the role encompasses the management of concierge department, and bell captain counter.

Additionally, Chief Concierge will provide a presence at the concierge desk to assist guests with their luggage needs and furnish information and assistance as required.

DUTIES AND RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. Ensuring the highest possible guest satisfaction level of services.
2. Providing detail and accurate information to guests on a wide variety of service and facilities both within and outside the hotel.
3. To coordinate the sending and distribution of mails and messages.
4. Oversee and manage the operation of concierge department.
5. Assisting the guests for the arrival and departure with their luggage.
6. Providing and useful information for guests in response to all their requests, in particular, in the following areas:
 - a. All flight information.
 - b. Limousine and other ground transportation.
 - c. Restaurant recommendation.
 - d. Theater information, sporting events and other entertainment.
 - e. Tour and excursions.
 - f. Directions and maps.
7. Work closely with Front Office Manager, carry out skill and knowledge training, observe the results for effectiveness and assess further training requirements.
8. Work closely with Concierge staff in order to monitor bellman, valet, and door-girl.

The Responsibilities are:



- 1) To motivate staff by encouraging continual learning, by providing new challenges and by developing open lines of communication both within the department and with other departments.
- 2) Assess daily operations in concierge desk area with a view to maintaining optimum efficiency and guest satisfaction.
- 3) Constantly update knowledge of current house availability arrivals and departures particularly for VIP guests, be aware of turnover patterns and assist staff in keeping up to date with this information.
- 4) Greet arriving and departing guests warmly and in particular, ensure appropriate recognition is given to repeat guests.
- 5) Warm welcome and escort VIP guests to their rooms when required.
- 6) Ensure a professional and timely messages and mails distribution service is maintained.
- 7) Maintain a constant awareness of the flow of traffic at the front of hotel lobby, ensuring it is kept clear of vehicles and coordinate valet parking when required.
- 8) In conjunction with concierge staff, bellman, valet, and door girl, ensure that the lobby, concierge desk, at the front of hotel, luggage room are in pristine condition.
- 9) Establish and maintain roster for concierge staff.

JOB PROFILE

SKILL & KNOWLEDGE REQUIREMENTS

Must be male or female who has self confidence, strong leadership, hard working, full knowledge of local information, ability to communicate both written and spoken English, minimum graduated in diploma or vocational certificates with minimum 3 years experiences in the same field. Also be able to operate computer.

DESIRABLE QUALIFICATIONS

Strong manner with good attitude person could be able to communicate with guest properly and also has a very good relationship within and outside departments.

WORKING CONDITIONS

Could be able to work long hours and supervise the operation of Concierge Desk in the condition of absence of the staff.



NEEDED ATTRIBUTES

Aptitudes:

Be able to operate Concierge desk and ensure that all subordinates are carried out a high standard of services.

Interests:

Always updating all the information both within and outside hotel and share to all people concerned.

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Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: CONCIERGE OFFICER

DEPARTMENT: Front Office

REPORTS TO: Chief Concierge

SUPERVISES: -

JOB SUMMARY:

Concierge Officer assists the Chief Concierge in operating the concierge and will be responsible for guest mails, messages, transportation and host importantly providing guest with general information and assistance throughout their stay. Concierge Officer is working day-to-day closely with Chief Concierge for the smooth running of concierge department.

DUTIES AND RESPONSIBILITIES:

Duties and Responsibilities for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

- 1) Always providing a high level of services to the guests.
- 2) Give out accurate and up-date information to the guests both within and outside the hotel.
- 3) Ensuring that all guests' messages and mails are handling in correct way.
- 4) Providing a transportation service to the guests through hotel limousine service.
- 5) Assisting the guests with airline information, provide car, sports, restaurant recommendation, current events and excursions.
- 6) Updating the guests' history profile.
- 7) Providing a packaging services and stamps to the guests.
- 8) Taking care for parcels from or to the guest in the hotel and outsider of the guest.
- 9) Follow up with the airlines when guests lost their luggage at the airport.

The responsibilities are:

- 1) Make sure that the working area is neatly and tidy all the times.
- 2) Ensure the record of the parcels book updated.
- 3) Reporting directly to Chief Concierge when guest complains and handle in a proper way and follow up.
- 4) Providing a service in a friendly and efficiently ways to the guests all the times.
- 5) Working closely with bellman in delivering the message up to the guest room by sending the message in every 10 minutes.
- 6) Coordinate with porter for the group arrival and departure.
- 7) Read a concierge log book, also follow up and report.
- 8) Updating a new information into the computer.



JOB PROFILE

SKILL & KNOWLEDGE REQUIREMENTS

Be able in speaking and writing English and basic graduated in diploma or vocational certificate, good knowledge of computer skill for the operation and needs minimum one year experience in the similar position and had a very good conversation skill.

DESIRABLE QUALIFICATIONS

Must have a high level of communication to the guests, colleagues and the entire department concerned.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Could be able to work on a shift schedule and flexible for the working hours.

NEEDED ATTRIBUTES

Aptitudes:

Could be able to operate the concierge desk independently in a professional way.

Interests:

Always updated information in the city.

BUSINESS ETHICS

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Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: BELL CAPTAIN

DEPARTMENT: Front Office

REPORTS TO: Chief Concierge

SUPERVISES: Bell boy

JOB SUMMARY:

Responsible and in charge of all activities of bell captain counter such as the baggage movements, supervises paging the guests and responsible on the traffic control at the main entrance and replacing valet-man when necessary.

DUTIES AND RESPONSIBILITIES:

- 1- Supervise , control and schedule the Concierge staff to ensure a smooth operation
- 2- Organize periodic regular meetings to re-train staff and discuss current problems
- 3- Keep precise of check in and check out transactions
- 4- Make written report on lost baggage
- 5- Supervise the entrance and strive to alleviate problems
- 6- Ensure fast and correct rooming of guests and their luggage
- 7- Be well acquainted with Front Desk operation and procedures
- 8- Ensure a smooth working relationship between Front Desk and bellman
- 9- Keep the notice board updated with current information
- 10- Be aware of the F&B activities in the hotel and arrange distribution of fliers to guest rooms announcing the various functions
- 11- Ensure general tidiness in the lobby and service department
- 12- Make information on the following available
 - a- Hotel facilities
 - b- Airline schedules, transportation
 - c- Store hours, bank, shops. Etc,
 - d- Provide information about activities around the resort
 - e- Point of interest
- 13- In general the Bell Captain must be aware of the fact that his department is the first to greet the guest and thus a win or lose impression of the hotel can be made. He must strive to maintain cheerful and efficient guest service at all times and always be attentive to guest's requests no matter how unusual.



14- Adhere to hotel policies and procedures without failed

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must be male who has a strong physical body with ability to communicate in English language. Must graduate, received, succeed in high school or vocational certificates or diploma in related fields plus one year of the experience?

DESIRABLE QUALIFICATIONS

Ability to communicate with guests and all colleagues within the hotel as well as respects to the entire department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Ability to work on different shift as a teamwork (morning and afternoon and over night shift) on day to day operation. Works and coordinates with front office attendants in order to provide the professional service.



NEEDED ATTRIBUTES

Aptitude:

Be prompted at all time when the guests ask for help or any errands. Assist the guest with the professional, charming and friendly manners. Helps each other colleagues to make the teamwork efficiently, smoothly and properly services.

Interest:

Keeps updated the information at the bell counter and creates the good relationships with the guests and tour guides at the bell counter.

BUSINESS ETHICS

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it shall be required.

I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: BELLMAN

DEPARTMENT: Front Office

REPORTS TO: Chief Concierge and Bell Captain

SUPERVISES: -

JOB SUMMARY:

Responsible and in charge of all activities of bell captain counter such as the baggage movements, paging the guests and responsible on the traffic control at the main entrance and replacing valet-man or door girl when necessary.

DUTIES AND RESPONSIBILITIES:

1. Duties and Responsible and for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for task outside the scope of work described.
2. Greets all arriving guests, taking care the luggage and show the guest to the check in counter.
3. Handle luggage on arrival and departure.
4. Ensures to follow the hotel procedure on handling baggage from and to the storage room.
5. Handling luggage of group checks in and checks out in the rapid and accurate professional service.
6. Answers the telephone promptly and accuracy.
7. Be acquainted with all hotel facilities, including the guest room facilities and knows all events in the hotel.
8. Arranges newspapers and ensure are delivered properly.
9. Arranges the local taxi for the guests when requested.
10. Handle the paging system.
11. Deliver mail, message, parcels, fax and newspapers etc.
12. Replacing door girl / valet man at the main entrance and open the door for the guests when necessary.

The responsibilities are:

1. Plans the distribution, delivery and returns baggage with a quickly, friendly, well organized service that adhere to procedural guidelines.
2. Takes responsible for registered all baggage that is the mandatory from the hotel guide line on baggage control and security.
3. Ensures and responsible the cleanliness of working area and equipment as well as the uniform appearance must always neat and clean.
4. Ensures all signboards title of events are correctly spelled.
5. Informs assistant managers for unusual situation and cases.
6. Assists in traffic control at the main entrance.
7. Greets all arriving guests and the guest with their luggage.



8. Ensures to learn on points of interests, which surrounded hotel location in order to give the accurate information to the guest.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must be male who has a strong physical body with ability to communicate in English language. Must graduate, received, succeed in high school or vocational certificates or diploma in related fields plus one year of the experience?

DESIRABLE QUALIFICATIONS

Ability to communicate with guests and all colleagues within the hotel as well as respects to the entire department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Ability to work on different shift as a teamwork (morning and afternoon and over night shift) on day to day operation. Works and coordinates with front office attendants in order to provide the professional service.



NEEDED ATTRIBUTES

Aptitude:

Be prompted at all time when the guests ask for help or any errands. Assist the guest with the professional, charming and friendly manners. Helps each other colleagues to make the teamwork efficiently, smoothly and properly services.

Interest:

Keeps updated the information at the bell counter and creates the good relationships with the guests and tour guides at the bell counter.

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: **Executive Driver**

DEPARTMENT: Front Office - Administration & General

REPORTS TO: Executive Secretary

SUPERVISES: All drivers

JOB SUMMARY:

To serve the General Manager including family, in terms of providing transportation service, either for business or non-business purpose and ensure that all vehicles under his responsibility are in proper condition and ready for use; and in the absence of the General Manager, is obliged to also serve other staffs upon approval of the Executive Secretary.

DUTIES AND RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. To serve the General Manager including family for business / non-business purpose.
2. To ensure that the GM's car and all hotels' vehicles are in good condition and ready for use such as but not limited to: engine, gasoline, cleanliness, car service schedule, checking the speedometer, etc.
3. To ensure that all car keys are kept / returned to the authorized officer (security) after used.
4. To monitor / up-date the driver's logbook on weekly basis to ensure that everyone using the car can easily be traced.
5. To instruct the concerned driver directly in case the car needs to be sent for service.
6. To acknowledge / check any purchase requisition for car spare parts & ensure that the price are in line with the market price.
7. To be a role model of performing good conduct for other drivers such as but not limited to: punctuality for time attendance, honesty, polite attitude, grooming, appearance, and other proper behavior, etc.
8. To be flexible in the working hours and day off at all time in order to accommodate the transportation requirement of the General Manager and/or other hotel operational needs based on the Executive Secretary instructions.
9. To keep confidential any information / data dealing with any issue concerning the General Manager / family.
10. To provide pick-up / delivery transportation service for VIP guests as assigned by the



Executive Secretary.

11. To provide pick-up / delivery transportation service for other staffs that use the car for business purpose based on the approval of Executive Secretary.
12. To perform teamwork among the driver's team
13. To ensure that all licenses are valid and in case of its expiry date, should report a few days in Advance to Executive Secretary.
14. To inform Executive Secretary in case of lateness and absence.
15. To delegate the job responsibility to other drivers in his absence.
16. To do other additional jobs as assigned by Executive Secretary such as but not limited to: assist the valet team when required, etc.

The responsibilities are:

1. Responsible to provide training for other drivers regarding his job scope.
2. Responsible to know & execute his own job description and all other drivers.
3. Responsible for all hotels' car.
4. Responsible to execute the jobs as mention in detail in the above "duties" section.

JOB PROFILE

SKILLS AND KNOWLEDGE REQUIREMENTS

1. Must have a valid driving license (SIM A).
2. Must have a basic knowledge on engine, spare parts, etc.
3. Must be knowledgeable regarding streets, direction in Jakarta and surrounding area.
4. Must have a Basic English skill at least to be able to handle daily communication.

DESIRABLE QUALIFICATIONS

1. Male with age range of 30 - 45
2. Good appearance, friendly & polite manner

WORKING CONDITIONS

Work hour is as determined by the Executive Secretary

NEEDED ATTRIBUTES

Aptitudes

People and service oriented type of person.

Temperament

Sociable and communicative.

BUSINESS ETHICS

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We always find the best way to solve a problem for a guest or a colleague.

We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our hotel and about Bali.

CONFIDENTIALITY

The hotel requires that you will not (either during or after your employment), divulge any Information acquired by you about the company, its customers and associated business to any Third party without express authorization from Senior Management of the hotel.

Since the tasks and SOP's are increasing, and will be revised at a later stage, it is understood That there will be some additional and new attachments in the future as the business will be Increasing and customer's expectations will be even higher, therefore new tasks will Added, as it shall be required.

I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:

Job Description

JOB TITLE:

DOOR BOY/GIRL - GREETER



DEPARTMENT: Front Office

REPORTS TO: Chief Concierge

SUPERVISES: -

JOB SUMMARY:

Responsible and in charge of all activities of main entrance such as greet arriving and departing guest and the door for the guest.

DUTIES AND RESPONSIBILITIES:

Duties and Responsible for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for task outside the scope of work described.

The duties are:

1. Attends the main entrance and open the door for arriving and departing guest.
2. Be acquainted with all hotel facilities, including the guest room facilities and all events in the hotel.
3. Arranges taxi for the guests when requested
4. Give information and direction to the guest for hotel facilities.

The responsibilities are:

1. Ensures and responsibility the cleanliness of working area and equipment as well as the uniform appearance must always neat and clean.
2. Help bellboy to double check on all signboard that the title of events is spelled correctly.
3. Inform Assistant Manager for unusual situation and cases.
4. Assists door man in traffic control at the main entrance.
5. Greets all arriving guest and opens the car door/main entrance and helps them to bring their light things.
6. Ensures to learn on points of interest that surrounded hotel location in order to give the accurate information to the guest.
7. No employee should release any information about the hotel to outsiders, basically public relation manager will give out the information (i.e. hotel confidential, suicide).
8. Performs any responsibility that may be assigned by the management.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must be single who has an ability to communicate in English language. Must graduate, received, succeed in high school or vocational certificates or diploma in related fields plus one year of the experience?



DESIRABLE QUALIFICATIONS

Ability to communicate with guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Ability to work on different shift as a teamwork (morning and afternoon) on day to day operation. Works and coordinates with front office attendant / bell captain staff in order to provide the professional service.



NEEDED ATTRIBUTES

Aptitude:

Be prompted at all time when the guests ask for help or any errands. Assist the guest with the professional, charming and friendly manners. Helps each other colleagues to make the team work efficiently, smoothly and properly services.

Temperament:

Be able to do the special assignments from the management and assists bellman / door girl during the busy time or absences.

Interest:

Keeps updated the information at the bell counter and creates the good relationships with the guests and tour guides at the bell counter.

BUSINESS ETHICS

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We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: VALET

DEPARTMENT: Front Office

REPORTS TO: Chief Concierge

SUPERVISES: -

JOB SUMMARY:

Responsible and in charge of all activities of Valet counter such as the baggage movements by using luggage tag and responsible on the traffic control at the main entrance

DUTIES AND RESPONSIBILITIES:

Duties and Responsible for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for task outside the scope of work described.

The duties are:

1. Greets and open the car door for all arriving and departing guests helping bellboy with.
2. Approach the car to open the door for the guest as soon as possible
3. Assists the guests with the valet parking service.
4. Arranges the local taxi for the guests when requested.
5. Ensures the traffic flow at the main entrance is under control.
6. Be acquainted with all hotel facilities and knows all events in the hotel.

The responsibilities are:

1. Valet has to approach the car to open the door as soon as possible with warmth welcomed and friendly manner.
2. Ensures and responsible the cleanliness of main entrance as well as the uniform appearance must always neat and clean.
3. Knows all events in the hotel on day-to-day functions or promotions.
4. Informs assistant managers for unusual situation and cases.
5. Ensures to learn on points of interests, which surrounded hotel location in order to give the accurate information to the guest.
6. No employee should release any information about the hotel to outsiders; basically public



relation manager will give out the information (i.e. hotel confidential, suicide).

7. Performs any responsibility that may be assigned by the management.
8. Helping guest with responsibility for valet parking.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must be a single male who has a strong physical body with ability to communicate in English language. Must graduate, received, succeed in high school or vocational certificates or diploma in related fields plus one year of the experience?

DESIRABLE QUALIFICATIONS

Ability to communicate with guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Ability to work on different shift as a teamwork (morning and afternoon) on day to day operation. Works and coordinates with front office attendant / bell captain staff in order to provide the professional service.



NEEDED ATTRIBUTES

Aptitude:

Be prompted at all time when the guests ask for help or any errands. Assist the guest with the professional, charming and friendly manners. Helps each other colleagues to make the team work efficiently, smoothly and properly services.

Temperament:

Be able to do the special assignments from the management and assists bellman / door girl during the busy time or absences.

Interest:

Keeps updated the information at the bell counter and creates the good relationships with the guests and tour guides at the bell counter.

BUSINESS ETHICS

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Increasing and customer's expectations will be even higher, therefore new tasks will be Added, as it shall be required.

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE : AIRPORT REPRESENTATIVE SUPERVISOR

DEPARTMENT: Front Office

REPORTS TO: Front Office Manager and Assistant Managers

SUPERVISES: -

JOB SUMMARY:

Supervises airport representative officers to ensure that all officers assist all guests of the hotel upon their arrivals and departures.

DUTIES AND RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not be limited to the following areas and activities. At management discretion, direction may be given for task outside the scope of work described.

The duties are:

1. Ensures that all airport representative officers give professional services to arriving guests.
2. Meets and greets arrival guests at the airport arrival terminals and/or inside the immigration terminals for the very very very important persons (VVVIPs).
3. To do the field training at the airport.
4. Be a hotel salesman at the airport arrival halls or at the hotel reservation counter
5. Represent the hotel at the airport on behalf of the management.
6. Represent Bali in terms of culture and tradition to all foreigners at the airport.
7. Ensures on all guests request pick up service for taxi or limousine have been re-checked with blue bird counter.
8. Inform to the hotel on VIPs arrival when they are on their ways to hotel.
9. Assists the guests upon their arrivals with the missing luggage /belongings, informs the hotel.
10. Assists the hotel management occasionally at the airport for special assignments.

The responsibilities are:

1. Ensures all airport services are handled properly in the professional skill.
2. Ensures good communication and cooperation between airport representative officers and hotel, especially on arrivals and departures of the hotel guests.
3. Ensures the standard of performance of service of airport representative officers is well maintained.
4. Arrange working schedule, holiday and vacation for the airport representative officers
5. Conducts and ensures the neat appearance of airport representative officers as well as correct attitude and behavior. Discusses problems which encountered on this point with front office manager, assistant front office manager and assistant managers.



6. Establishes a good relationship with the important departments concerned at the airport (i.e. custom, immigration, limousine service, and airlines).
7. Handles instruction from front office manager, assistant front office manager and assistant managers.
8. Performs any responsibility that may be assigned by the management.

JOB PROFILE

SKILL & KNOWLEDGE REQUIREMENTS

Be able to communicate in English, other languages are an advantage. Must have at least three years or over experience in a similar position, or been working as airport representative officer position for more than four years as a team leader or supervisor.

DESIRABLE QUALIFICATIONS

Ability to communicate with the hotel in order to updates the latest information all arrival guests and departure guests. Must maintain the excellent relationship with all concerned departments at the airport (i.e. customs, immigration officers) in order to provide the proper services to hotel guests.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Works on different shift and rotates to supervise in all shifts (morning and afternoon). Stays at the airport terminals or meeting points that are easily accessible to the hotel guests. Must stay for a long period of time during special occasions and / or special requests to assist the distinguish guests from the hotel management. Be able to replace airport representative officers during their absences.



NEEDED ATTRIBUTES

Aptitudes:

Be able to assign all tasks to the airport representative officers while maintains the standard of performance. Has a strong leadership skill and team building. Be able to do the field training for new staff as well as performs the usual jobs.

Temperament:

Needs to be diplomatic.

Interest:

Interested in international travel, culture and languages

Communicates with all concerned at the airport and maintains a good relationship and motivates all officers. Presents a good image of the hotel and is well informed about hotel operations.

BUSINESS ETHICS

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I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: AIRPORT REPRESENTATIVE OFFICERS

DEPARTMENT: Front Office

REPORTS TO: Airport Representative Supervisor

SUPERVISES: -

JOB SUMMARY:

Assists and ensures that all hotel guests are treated accordingly, during pick up and transfer.

DUTIES AND RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not be limited to the following areas and activities. At management discretion may be given for task outside the scope of work described.

The duties are:

1. Checks today's arrivals and departures, memorizes them and greets Guests by their names.
2. Handling guest arrival with pick up request, and arrange the transportation
3. Give all hotel facilities information to the guest and assists them in to the car.
4. Inform reception manager, concierge or guest relation officers when VIP on their way to the hotel.
5. Stand by at the arrival terminal for every flight arrival.
6. Write all the additional instruction for guests or information about guest arrival or departure in the logbook and should be transferred to the expected arrival list of each airport rep.
7. Guest should be shown only to the recommended taxi or limousine
8. Escort the guest to the official car rental and deals with authorized car rental staff.
9. Any changes on arrival and departure flight must be reported to Front Office manager and chief concierge.
10. If there is a problem while on duty without the supervisor, must be discussed and report to front office manager.
11. Responsible for good service and maintain close relationship with all official sectors at the airport and most of all, maintain a spirit of team work among the hotel's personnel

The responsibilities are:

1. Submit names and arrival flight numbers to meeting service staff.
2. Ensures the neat of appearance and grooming of airport representative officers
3. Anything that is related to operation as well as special cases of leaving must be noted down in



the logbook, and also have to have the written approval of Hospitality Manager or Chief Concierge.

4. Must follow the working schedule properly. Any changes to be reported and approved by front office manager, assistant front office manager and assistant managers.

JOB PROFILE

SKILL & KNOWLEDGE REQUIREMENTS

Ability to read and write in English language, other languages are an advantage in this position. A graduate in related fields with vocational certificate, diploma and bachelor degrees. One or two years of experience in the similar position or has been working in the position of front office attendant for three years. Must have a good character as well as being service minded.

DESIRABLE QUALIFICATIONS

Be friendly with government officers authorized to work at the airport. Assist our guests inside or outside the terminal. Ability to communicate with the hotel to update the information that concerns to our guests and hotel staff

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Work on different shift and rotates every week (morning and afternoon) at the airport terminals. Be flexible to stay with the supervisor to assist the guests on special assignments as requested by the hotel management.



NEEDED ATTRIBUTES

Aptitude:

Be able to follow the guideline from the supervisor in order to perform the efficient services to our guests. Be friendly to all our guests and always keeps in mind that airport representative officers are the first impression of the hotel.

Temperament:

Assist the supervisor in any special assignments or special services to the guests and the hotel management at the airport.

Interest:

Be able to give a brief explanation about the country and the hotel. Keeps in touch with all concerned to make the operation at the airport runs smoothly and properly.

BUSINESS ETHICS

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Increasing and customer's expectations will be even higher, therefore new tasks will be Added, as it shall be required.

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: BUSINESS CENTRE SUPERVISOR

DEPARTMENT: FRONT OFFICE

REPORTS TO: FRONT OFFICE MANAGER

SUPERVISES: Business Centre Officer

JOB SUMMARY:

Takes full responsibility for the efficient service of the Business Centre counter, ensures to provide wide varieties of services in order to make the guest's business success with professional skills staff.

DUTIES AND RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. Ensures to know all procedures of the Business Centre and Business Centre meeting rooms.
2. Check and maintains the cleanliness of Business Centre counter and meeting rooms. As well as the staff uniforms must neat and clean in proper condition at all time.
3. Supervises and provides the efficiency service on courier service, translation and interpreting and informs to the guests without fail.
4. Ensures Business Center officers make the accurate tariff charges on the photocopies, facsimile service, internet, scanner and secretarial services to the correct amount.
5. Be able to assists the guests in typewriter rental and facsimile rental.
6. Controls the booking of the Business Centre meeting room.
7. Occasionally assists the hotel management or secretaries doing the secretarial work.

The responsibilities are:

1. Ensures business centre officers to follow the procedure of Business Centre while perform on their duty.
2. Reports if there is any difficulty cases or complaints to the Front Office Manager, Assistant Front Office Manager.
3. Performs special assignments, which requests by the hotel management.
4. Fully in-charge of the Business Centre stationer and all equipment of office automations, which serves for the hotel guests only.
5. Ensures that Business Centre Officers discuss all matters which needed to follow up with the next shift Business Centre Officers.



- 6. Do the Night Audit report for afternoon shift.
- 7. Plan working schedule and vacations for all business centre officers.

JOB PROFILE

SKILLS AND KNOWLEDGE REQUIREMENTS

Must be able to communicate in English writing and speaking and other languages that are an advantage. Has a three years of experience in the secretarial position and strong leadership skills. Ability to operate personnel computers, typewriter and the knowledge of computer programs are essential for this position.

DESIRABLE QUALIFICATIONS

Must be able to contact with all levels of personnel within the hotel and with the hotel guests.

EDUCATION:

High school or above

AGE: 25-35

WORKING CONDITIONS

Ability to work on the assignments of morning or middle shift and rotates on every week

NEEDED ATTRIBUTES

Aptitudes:

Be able to give the prompt services to the guests without any mistakes.

Temperament:

Be able to replace the business centre officers during absences or the busy time.

BUSINESS ETHICS

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occasions.

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We are happy to talk to our guests when they ask us questions about our hotel and about Bali.

CONFIDENTIALITY

The hotel requires that you will not (either during or after your employment), divulge any Information acquired by you about the company, its customers and associated business to any Third party without express authorization from Senior Management of the hotel.

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I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:

Job Description



JOB TITLE: BUSINESS CENTRE OFFICERS

DEPARTMENT: FRONT OFFICE

REPORTS TO: BUSINESS CENTER SUPERVISOR

SUPERVISES: --

JOB SUMMARY:

Takes responsible for the efficient service of the Business Centre, provides wide varieties of services in order to make the guest's business success with professional skills and friendly manner.

DUTIES AND RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

The duties are:

1. Ensures to know all procedures of the Business Centre.
2. Maintains the cleanliness of Business Centre counter and Meeting Rooms as well as the uniform must neat and clean in proper condition at all time.
3. Responsible for faxes of the guest.
4. Ensures the accurate tariff charges on the facsimile service.
5. Return all fax documents to the guests after recording, fill the message has completed the transmissions log book and hands the fax to the bell captain counter for the further process.
6. Do the photocopies for the hotels guests only, and ensures to return the original copies back to the guests.
7. Ensures to charge the photocopies service to the guests at the correct amount.
8. Ensures to know length of time using the internet for the guests.
9. Ensures to charge the internet service to the guests at the correct amount.
10. Provides the documents to be typed and printed and follow the procedures on collecting charges from the guests.
11. Provide and assists the guests in typewriter rental and facsimile rental.
12. Arranges the booking of the Business Centre meeting room.
13. Assists the hotel management for secretarial job.

The responsibilities are:

1. Ensures to follow the procedure of Business Centre while performs on duty.
2. Reports any difficulty cases or complaints to the Business Centre Supervisor.
3. Takes the full responsibility to collect charges from the guests on out-going facsimile transmissions.



4. Takes the full responsibility to collect the miscellaneous charges on local long distance telephone calls, photocopies, computer printing, typewriter rental, internet service, scanner machine, etc. from the guests.
5. Fully in charge of the Business Centre stationary and all equipment of office automations, which serves to the hotel guests
6. Makes the Night Audit report at the end of afternoon shifts.
7. To discuss all matters this needed to follow up with the next shift of Business Centre Officers.

JOB PROFILE

SKILLS AND KNOWLEDGE REQUIREMENTS

Must be able to communicate in English writing and speaking and other languages that are an advantage. Has two years of experience in the secretarial position. Ability to operate personal computers, typewriter and the knowledge of computer programs are essential for this position.

DESIRABLE QUALIFICATIONS

Must be able to contact with all levels of personnel within the hotel and with the hotel guests.



WORKING CONDITIONS

Ability to work on the assignments of different shifts (morning and afternoon) and rotates on every week

EDUCATION:

High school or above

AGE: 25 -35

NEEDED ATTRIBUTES

Aptitudes:

Be able to give the prompt services to the guests without any mistakes.

Temperament:

Be able to replace secretary at Administration Office, if necessary.

BUSINESS ETHICS

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I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: TELEPHONE OPERATOR SUPERVISOR

DEPARTMENT: Front Office

REPORTS TO: Front Office Manager

SUPERVISES: Telephone Operators

JOB SUMMARY:

Responsible for planning, training, directing, controlling, coordinating and participating in the activities of telephone department personnel for ensuring the efficient handling of all telephone communications.

DUTIES AND RESPONSIBILITIES:

Responsible and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for task outside the scope of work described.

1. Directs, supervises and coordinates the activities of telephone department personnel.
1. Develop and implements procedures for :
 - a. Proper and prompt handling of calls
 - b. Message taking through the computer
 - c. Compliance with request of a special nature (wake up calls)
 - d. Telephone operator carries out proper phraseology
2. Investigates complaints regarding telephone service and personnel takes appropriate action.
3. Prepares and or approve work schedules, requisition etc.
4. Ensures that enough telephone operators are available to service calls at all times, that all calls are handled properly and promptly.
5. Sees to it that work area, PABX is properly maintained and cleaned.
6. Update VIP/RSVP etc. and regular guest list.
7. Performs duties of telephone operator when necessary.
8. Maintains order in telephone area and provides communications facilities in case of emergency, during emergencies handles all communications until ordered to leave the premises by a superior except in case of imminent personnel danger.
9. Ensures that all employees are aware of all the characteristics of the hotel, the names, positions and responsibilities of each division head and department head, the extension numbers and the use, location of equipment.
10. Responsible for Incoming fax.
11. See that traffic sheet for telephone / fax are correct before sending to the accounting dept.
12. Supervises the immediate transmission of invoices to the cashiers / front desk.
13. To know all events in the hotel and inform personnel.
14. Must be able to route all incoming calls quickly and efficiently without keeping the caller



waiting.

15. Ensures that he and his department are impeccable in terms of personal appearance and attitude.
16. Ensures all incoming faxes received by guest and all departments.
17. Responsible for maintenance of fax machine.
18. Liase with all the operators if assistance needed.
19. Ensures guest calls cannot be overhead by personnel.
20. Takes an active role in job training and held regular meetings.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must graduate in bachelor, diploma in related field. Be able to communicate in English language plus three years of experience in related field and strong leadership skills. Ability to operate personnel computers, typewriter, telex and fax machine.

DESIRABLE QUALIFICATIONS

Ability to communicate with guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old



WORKING CONDITIONS

Ability to work on different shift as a teamwork (morning, afternoon and overnight) on day to day operation. Works and coordinates with related departments in order to provide the professional service.

NEEDED ATTRIBUTES

Aptitude:

Be prompted at all time when the guests ask for help or any errands. Helps each other colleagues to make the team work efficiently, smoothly and properly services.

Temperament:

Be able to perform on the job of operator or fax / telex operator during their absence.

Interest:

Keeps on updated information in order to provide the accurate resources information to the guests.

BUSINESS ETHICS

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We work closely with our colleagues in all departments to deliver the highest quality of service on all occasions.

We always think of new ways to surprise and delight our guests.

We treat guests and colleagues fairly – everyone is important.

We are proud to represent our hotel and our country to guests from all over the world.

We are happy to talk to our guests when they ask us questions about our hotel and about Bali.

CONFIDENTIALITY

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Increasing and customer's expectations will be even higher, therefore new tasks will be Added, as it shall be required.

I have read, understood and agree to this job description, all my duties and responsibilities.

Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: **TELEPHONE OPERATOR**

DEPARTMENT: Front Office

REPORTS TO: Telephone operator Supervisor

SUPERVISES: -

JOB SUMMARY:

Responsible for ensuring the efficient handling of all telephone communications and handling incoming fax.

DUTIES AND RESPONSIBILITIES:

1. Always provide a courteous answer to all callers in a professional manner.
2. Handle all incoming and out going calls.
3. Do not give out the guest name or room number to the caller at any time.
4. Do not let the phone ring more than three times.
5. Acknowledge basic computer operations
6. Be aware of all emergency procedures such as fire alarms, emergency situations, bomb threats and systems for doctor on call
7. To know all department heads by name, staff and their extension numbers and knows their private numbers in the event of emergency.
8. Be aware of all daily functions or events and location of function and extension number.
9. Sees that all the equipment in her/his department is in working order and in good condition and the work area are cleaned at all times.
10. Ensures that all requests for wake-up calls are indeed fulfilled at the required times.
11. Follow procedures by contacting bellboy immediately if the guest does not answer a wake-up call, or contacts the duty manager.
12. Ensures that all long distant calls are charged to the guest room, if it requested not from the guest room.
13. Take messages and ensure that they are written legibly, in a clear concise manner and correctly spelled.
14. Handle all in coming fax.
15. Ensures that all faxes are sent by the bell Boy.
16. Makes paper billing for out going faxes if any.

JOB PROFILE



SKILLS & KNOWLEDGE REQUIREMENTS

Must graduate in bachelor, diploma in related field. Be able to communicate in English language plus one year experience. Ability to operate personnel computers system and fax machine.

DESIRABLE QUALIFICATIONS

Ability to communicate with guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Ability to work in split shift as a team work (morning, afternoon and overnight) on day to day operation. Works and coordinates with related departments in order to provide the professional service.

NEEDED ATTRIBUTES

Aptitude:

Be prompted at all time when the guests ask for help or any errands. Helps each other colleagues to make the team work efficiently, smoothly and properly services.

Temperament:

Be able to perform on the job of fax/telex operator during his absence.

Interest:

Keeps on updated information in order to provide the accurate resources information to the guests.

BUSINESS ETHICS

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:

Job Description

JOB TITLE:

FAX OPERATOR



DEPARTMENT: Front Office

REPORTS TO: Telephone operator Supervisor

SUPERVISES: -

JOB SUMMARY: Responsible for sending and receiving telex, fax and post.

DUTIES AND RESPONSIBILITIES:

Responsibilities and duties for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

1. Ensures that all telexes / faxes are sent, received by guest and all departments.
2. Makes proper billing for telex / fax / cable.
3. Responsible for maintenance of telex / fax machine.
4. Liase with telephone operator if assistance is needed.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must graduate in diploma in related field. Be able to understand and speak English language. Ability to operate personnel computers, typewriter, telex and fax machine.

DESIRABLE QUALIFICATIONS

Ability to communicate with colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS



Ability to work on different shift as a teamwork (morning and afternoon) on day to day operation. Works and coordinates with related departments.

NEEDED ATTRIBUTES

Aptitude:

Helps each other colleagues to make the team work efficiently, smoothly and properly services.

Temperament:

Be able to perform on the job of operator if necessary.

Interest:

Keeps on updated information in order to provide the accurate resources information to the guests and departments.

BUSINESS ETHICS

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: **NIGHT MANAGER**

DEPARTMENT: Front Office

REPORTS TO: GRM or ASST GRM

SUPERVISES: Night Administration

JOB SUMMARY:

Responsible to maintain good relationships with the guests and hotel staffs. Handle all late arrivals and prepare all night reports to be distributed to all Department Heads on the daily basis.

PURPOSE:

Responsible for the Front Office operation during the night hours and for the General supervision of the hotel entire operation including the night auditing. Through his supervision, he should maintain and control the night staff performance with a special attention to the Front Office operation.

DUTIES AND RESPONSIBILITIES:

Duties and Responsibilities for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

DUTIES AND RESPONSIBILITIES:

Ensure that the Front Office staffs are on duty, as well as the rest of the department is running smooth operation.

Responsible for night auditing and all night reports to be distributed to the Department heads.

Ensure the registration cards are filled and log discrepancy into the log book to review with ASST GRM or GRM in the morning.

Ensure the room rates are correct and accurate according to correspondence for arrival rooms before run night auditing.

Ensure to check trace report and deal with it accordingly before run the night auditing.

Review the rooms availability and to be familiar with the expected VIP arrivals or any

other likely irregular situation to occur.

Ensure that the lighting levels through the hotel are appropriate in view of power conservation and management policy.

Ensure the security staffs are on duty as scheduled.

Ensure that all accesses to the hotel are secured as required in the hotel policy.

Make regular random patrols through the hotel including guest corridors and back of the house, and hotel outlets to insure the good security and orderliness.

Completely involved in any problem occur during the night hours, or any guest complaint and to report the problems and action done to The Guest relation Manager to be discussed next morning.

Make spot check on night cleaning staff to ensure their productivity and to check the standard required.

Make frequent visits to the restaurants and bars to ensure service levels and the problems are dealt promptly

Ensure that all the hotels stores are locked.

Ensure the night staff services are done efficiently and up to the standard of the hotel policy

Keep close to the Front desk for giving any needed advice and supervision during night hours.

Ensure that the wake-up calls are done efficiently, and as per the required standard.

Be aware of the early arrivals and departures, especially for the groups and to supervise the front desk and bell staff preparation, Luggage down, Airport pick up etc.....

With the engineering on duty check hotel refrigerators, boiler room and power station. Inspect staff locker room & staff cafeteria cleanliness and the night meal is served during the allowed time in a smooth atmosphere.

To record any activities which may be of interest to the Management in the night manger report, to be hand over to the Guest Relation Manager on the following day.

JOB PROFILE

SKILLS & KNOWLEDGE REQUIREMENTS

Must graduate in bachelor, diploma in related field. Be able to communicate in English language plus one year experience. Ability to operate personnel computers system and fax machine.

DESIRABLE QUALIFICATIONS

Ability to communicate with guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

**EDUCATION:**

High school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Ability to work in night shift as a team on day to day operation. Works and coordinates with related departments in order to provide the professional service.

NEEDED ATTRIBUTES**Aptitude:**

Be prompted at all time when the guests ask for help or any errands. Helps each other colleagues to make the team work efficiently, smoothly and properly services.

Temperament:

Be able to perform on the job of fax/telex operator during his absence.

Interest:

Keeps on updated information in order to provide the accurate resources information to the guests.

BUSINESS ETHICS**The Sun Paradise Hotels & Spa team always believes and behaves in the following:**

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Employee: Signed: Date:

Department Head: Signed: Date:

Personnel Manager: Signed: Date:



Job Description

JOB TITLE: **NIGHT ADMINISTRATION**

DEPARTMENT: Front Office

REPORTS TO: Senior GRO or ASST GRM / GRM

SUPERVISES: -

JOB SUMMARY:

Responsible to maintain good relationships with the guests and hotel staffs. Handle all late arrivals and prepare all night reports to be distributed to all Department Heads on the daily basis.

DUTIES AND RESPONSIBILITIES:

Duties and Responsibilities for this position shall include, but not be limited to, the following areas and activities. At management discretion, direction may be given for tasks outside the scope of work described.

- 1- Report to duty on time and in uniform ready to commence rosters shift.
- 2- Maintain an excellent standard of grooming and personal hygiene.
- 3- Check work station to be ready for operation prior to shift, log all discrepancies and report to the Night Manager.
- 4- Provide guest service with friendly, professional style and graciousness
- 5- Work in Front -of-house as designated., this includes working on Front Desk, Telephone Operator & Call centre, Guest Services and Reservation whenever necessary.
- 6- Perform all other associated duties as requested.
- 7- Keep work station in neat and orderly fashion at all times.
- 8- Answering telephone promptly and courteously



- 9- Log all the wake up calls request in the wake up call list.
- 10- Ensure the wake up call procedures are implemented with accuracy and efficiency.
- 11- Check-in guests in a friendly, professional and efficient manner.
- 12- Ensure to update guest profile and history for today's arrivals
- 13- Ensure to prepare all the night reports and distribute to all concerned departments.
- 14- Ensure to understand on how to operate the computer system as well as facsimile machine or e-mail.
- 15- Escort guests to rooms
- 16- Explain hotel's facilities to arrival guest.
- 17- Liaise with Housekeeping on room status for late arrivals.
- 18- Prepare all necessary reports for management and department heads
- 19- Liaise appropriate information with bell & concierge and driver.
- 20- Check out guests in a friendly professional and efficient manner.
- 21- Distribute room keys properly.
- 22- Pass over all relevant information to Senior GRO and other GRO on the next shift
- 23- Prepare the registration card for arrival tomorrow.
- 24- Attend to guest complaints, inquiries, and requests. Refers problems to Night Manager whenever necessary.
- 25- Maintain proper functioning of room rack and room status system to be able to identify check-out rooms, out of order rooms and ready rooms for sell.
- 26- Perform duties common to all rank and file and non-supervisory personnel and other duties as may be assigned.
- 27- Adhere to hotel policies and procedures without failed

JOB PROFILE



SKILLS & KNOWLEDGE REQUIREMENTS

Must graduate in bachelor, diploma in related field. Be able to communicate in English language plus one year experience. Ability to operate personnel computers system and fax machine.

DESIRABLE QUALIFICATIONS

Ability to communicate with guests and all colleagues within the hotel as well as respects the all department heads.

EXPERIENCE:

At least 3-5 years in 4 or 5 star properties

COMPUTER LITERATE:

Yes

EDUCATION:

Secondary school or above

AGE:

Minimum 25 years old

WORKING CONDITIONS

Ability to work in night shift as a team on day to day operation. Works and coordinates with related departments in order to provide the professional service.

NEEDED ATTRIBUTES

Aptitude:

Be prompted at all time when the guests ask for help or any errands. Helps each other colleagues to make the team work efficiently, smoothly and properly services.

Temperament:

Be able to perform on the job of fax/telex operator during his absence.

Interest:

Keeps on updated information in order to provide the accurate resources information to the guests.

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