

MISSIONS OF HOPE INTERNATIONAL JOB DESCRIPTION

Position: Front Office Assistant
Reports to: Business Operations Officer
Supervises: None
Department: Sustainability Programs

Overall Job Purpose:

The Front Office Assistant is responsible for managing all front desk operations, including guest check-in/check-out, reservations, and guest inquiries, handle guest registrations, room assignments, and provide information about hotel service.

Duties and Responsibilities:

1. To coordinate the activities of front desk to ensure efficient operations.
2. Oversee guest check-in/check-out procedures, room assignments, and key control processes.
3. Monitor room availability and coordinate with housekeeping to ensure timely room readiness for incoming guests.
4. Provide exceptional customer service to guests by addressing inquiries, concerns, and special requests promptly and professionally.
5. Resolve guest complaints and issues in a timely and satisfactory manner, escalating to the supervisor as necessary to ensure guest satisfaction.
6. Anticipate guest needs and personalize service to enhance the overall guest experience.
7. Manage room reservations, including processing bookings, cancellations, and modifications accurately and efficiently.
8. Monitor reservation systems and occupancy levels to maximize room revenue and occupancy rates.
9. Coordinate with sales and marketing teams to implement promotional offers and packages to drive bookings.
10. Monitor and control front office expenses, such as office supplies and equipment maintenance, within budgetary guidelines.
11. Ensure compliance with hotel policies, procedures, and standards, as well as relevant laws and regulations
12. Collaborate with other departments, such as housekeeping, maintenance, and food and beverage, to ensure seamless guest experiences and resolve operational issues.
13. Communicate effectively with guest house management and staff to relay important information, updates, and instructions.
14. Perform any other duties as maybe assigned from time to time.

Qualifications and skills:

- Diploma in Hospitality Management, Business Administration, or related field; or equivalent proven work experience.
- Strong customer service orientation with excellent communication and interpersonal skills.
- Must be a person of unquestionable integrity and strongly upholds Christian values.
- Proficiency in hotel management software (e.g. property management systems) and Microsoft Office applications.
- Excellent communication, record management and interpersonal skills, with the ability to build relationships with guests, staff, and other stakeholders at all levels.
- Ability to work with little supervision and maintain a high level of performance
- Must have a certificate of good conduct.