

Internships Thailand

Front Office Internship Description

Job Title: Front Office Management Trainee

Department: Front Office Department

Reports to: Front Office Manager

General Mission

Responsible for the reception desk, carrying out general administration duties and will be required to assist with the day to day running of the front Office department. Provide a friendly welcome and high-quality service over the phone and on the guests' arrival to the hotel, deal with the demands on the front desk, find suitable solutions to meet customers' needs depending on the possibilities available at the hotel. Carry out all necessary operations when guests arrive and depart (check-in/ check-out).

Responsibilities and Means

- ❖ To carry out the day to day administration of the front office, including answering telephones, emails, the distribution of post, emails.
- ❖ To answer queries from guests, referring them to contact points at which they can obtain further information.
- ❖ Liaise with other departments regarding matters arising: e.g. Security, Housekeeping, Engineering, accounting, F&B, etc
- ❖ Report to Front Office Manager any maintenance that needs attention at the Lobby.
- ❖ Escort the guest to the room and explain all hotel and room's facilities.
- ❖ Following through these maintenance issues when required.
- ❖ Work on a roster basis of 5 days but spread over a 7 day period.
- ❖ Supervise day-to-day running of the front office.



- ❖ Participate in training of staff in all areas: i.e. computer systems, balancing of shifts, day to day operations, customer service.
- ❖ Ensuring the delivery of high standards to guests.
- ❖ Insuring a speedy resolution to any problems that may arise on shift.
- ❖ Liaise with housekeeping regarding accommodation requirements.
- ❖ Assisting with the duties of other departments if limited staff.

Technical Responsibilities

- ❖ Knows and understands the job description of all positions in his/her department and be aware of others.
- ❖ Knows and understands policies relating to her department and others.
- ❖ Recognizes good quality products and presentation.
- ❖ Checks and improves all service standards established by the company.
- ❖ Supervises staff activities to maximize revenue and minimize costs.
- ❖ Provides assistance to the staff when required during peak periods.
- ❖ Maintains grooming standards for all personnel.
- ❖ Conserves energy and water at all time by not decreasing guest comfort and cleaning efficiency.
- ❖ Manages wastes by reducing and recycling, changing staff behavior to carefully use all resources.

Commercial Responsibilities

- ❖ Communicates effectively with guest, clients, business partners and staff.
- ❖ To be a good sales person to promote the hotel and company image.

Relations

- ❖ Reports to Front Office Manager
- ❖ Supervises activities of the departments concurred.
- ❖ Coordinates with other service staff for all activities of the hotel.
- ❖ Interacts with clients, guests, government officials, supplies, and other important individual in the community in promoting the hotel and company.

Human Resources Responsibilities

- ❖ Provides the most effective training to all staff in his/her department regularly.
- ❖ Motivates staff to grow within the hotel.
- ❖ Develops her/himself to be a better manager at all times.