



Ho-Chunk Nation

Job Description



TITLE: Front Desk Supervisor		JOB CODE: FRDS
Business	EEO: 5	PAY GRADE: 12 10
Non-Exempt	Flex	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

The Front Desk Supervisor will be responsible for supervising front desk staff including monitoring attendance, performance reviews, hiring, training, and disciplinary action, all of which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Represent the hotel in a professional manner at all times with positive employee and public relations including great customer service as established by the Ho-Chunk Hospitality Standards.
2. Assist in properly training front desk staff according to the Ho-Chunk Hospitality Standards.
3. Monitor and write performance reviews and quarterly performance evaluations for front desk staff.
4. Resolve guest service issues in accordance with the hotel guest dispute policy.
5. Compose daily shift reports for management to ensure proper communication throughout all shifts.
6. Know and understand all facets of the hotel, including room types, rates, services and amenities offered, convention center layouts and features, casino marketing promotions, Food and Beverage outlet information and hours of operation, recreational offerings, onsite entertainment, and other information throughout the area that address common guest inquiries.
7. Reserve room blocks under 10 rooms, while referring group inquires larger than 10 rooms, or involving Banquet/Convention Center meeting space to the Group Sales department.
8. Professionally make reservations for guests and input all guest information into the property management system accurately and in a timely manner according to the Ho-Chunk Hospitality Standards and scripting.
9. Maintain confidentiality of both work place activities and guest records.
10. Register hotel guests in a timely manner, verify payment methods and guest information in V1 or current PMS for accuracy, and issue keys according to the Ho-Chunk Hospitality Standards and scripting.
11. Coordinate with Housekeeping, Maintenance, Bellhop, Food and Beverage, Marketing and Security to address guest concerns, inquiries, and needs.
12. Coordinate with Housekeeping and Maintenance as necessary to keep room status up to date.
13. Able to carry out the duties of all front desk positions including Guest Service Representative, PBX Operator, Reservationist, and Night Auditor.
14. Verify all cash transactions each shift.
15. Process credit card refunds and adjustments as needed.
16. Build tiers for marketing guests and create room blocks for group guests in the Property Management System.
17. Know, understand, and support hotel policies, procedures, scripting for all facets of Front Desk operations, and the Ho-Chunk Hospitality Standards.
18. Able to complete Night Auditor reports and procedures and fill in as Night Auditor when needed.
19. Be aware of safety and security issues at all times and report unsafe conditions or apparent security issues at once.



20. Other duties as assigned by management.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Supervises, coaches, and trains Guest Service Representatives, PBX Operators, and Reservationists
Supervisory Accountability	Supervises Guest Service Representatives, PBX Operators, and Reservationists
Organizational Accountability	Supervises Hotel Front Desk operations
Financial Accountability	None
Customer Accountability	<ul style="list-style-type: none"> • Interfaces with officials and executives • Interfaces with outside customers • Interfaces with inside customers
Freedom to Act	<ul style="list-style-type: none"> • Follows transportation departmental policies and procedures • Operates with semi independence • Subject to general input from supervisor • Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High School diploma or equivalent.
2. Associate degree or higher in hospitality or related field preferred.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must have valid driver's license, dependable transportation, and proper insurance.

EXPERIENCE:

1. Minimum two (2) years of work experience in a hotel required.
2. Two (2) years of proven supervisory experience is preferred.
3. One (1) year of proven hotel front desk experience required.
4. One (1) year of cash handling experience knowing how to process drawer counts, and issue change with 100% accuracy.
5. Two (2) years of quality guest service experience in accordance with standardized or branded guest service standards required.
6. Previous experience with a Hotel Property Management System highly preferred.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability to type at least 40 words per minute required.
2. Familiarity with the Microsoft Windows and Microsoft Office.
3. Must be able to effectively communicate in writing using proper grammar, spelling, and punctuation.



WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

WORKING CONDITIONS

1. Able to work varied hours and shifts, including nights and weekends.
2. Work in office and retail setting with a combination of sitting, walking and standing for long periods of time.
3. Professional attire, fast paced environment, work under pressure, tight deadlines, high attention to detail.
4. Must be able to effectively verbally communicate in a noisy environment using proper pronunciation and sentence structure.
5. Requires keyboarding, standing, walking, writing, sitting, and hearing and visual perception.
6. Required to lift and carry up to 25 lbs.