

Front Desk Supervisor Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Front Desk Supervisor / Reception Supervisor / Guest Services Supervisor

1.2 Position Summary

The Front Desk Supervisor is responsible for overseeing the daily operations of the front desk, supervising reception staff, ensuring exceptional guest service standards and managing shift operations. This leadership role involves handling guest complaint escalations, training team members, monitoring performance and ensuring smooth coordination between front office and other hotel departments.

The position requires strong leadership and interpersonal skills, comprehensive knowledge of hotel operations, proficiency with property management systems, ability to resolve complex situations and commitment to maintaining the highest standards of guest service while developing and motivating the front desk team.

1.3 Reporting Structure

This position reports to:

- Front Office Manager / Front Desk Manager
- Hotel Manager / General Manager

This position supervises:

- Front Desk Receptionists
- Guest Services Agents
- Shift staff during rostered supervisory periods

1.4 Employment Type

This position is available as:

- Part-time (regular rostered hours)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Team Leadership and Supervision

- Supervise front desk staff during assigned shifts
- Allocate tasks and responsibilities to team members
- Monitor staff performance and service quality
- Provide coaching, feedback and on-the-job training
- Lead by example in guest service excellence

- Conduct shift briefings and handovers
- Address staff performance issues promptly
- Foster positive team morale and motivation

2.2 Guest Complaint Escalation and Resolution

- Handle escalated guest complaints and concerns
- Investigate issues and determine appropriate solutions
- Authorize room upgrades, discounts or compensation when appropriate
- Follow up with guests to ensure satisfaction
- Document complaint resolutions and communicate to management
- Implement preventative measures to avoid recurring issues
- Maintain composure during challenging guest interactions

2.3 Front Desk Operations Management

- Oversee check-in and check-out processes during shift
- Monitor room inventory and availability
- Manage overbooking situations and room allocation
- Coordinate with housekeeping on room readiness
- Process VIP arrivals and special guest requirements
- Ensure accuracy of guest folios and billing
- Handle credit limit authorizations and payment issues

2.4 Staff Training and Development

- Train new receptionists on front desk procedures
- Demonstrate proper use of property management system
- Provide ongoing skill development for team members
- Conduct performance reviews and development discussions
- Identify training needs and recommend development opportunities
- Ensure staff understand hotel policies and procedures
- Share best practices and service techniques

2.5 Shift Management and Administration

- Open or close front desk operations as required
- Reconcile shift transactions and prepare reports
- Manage cash handling and banking procedures
- Monitor and manage staffing levels during shift
- Arrange coverage for staff absences or breaks
- Complete daily shift reports for management

- Ensure proper handover to incoming supervisors

2.6 Quality Assurance and Standards

- Monitor compliance with brand standards and SOPs
- Conduct quality checks on guest reservations and registrations
- Ensure consistency in service delivery across team
- Review and respond to guest feedback and reviews
- Implement service improvements based on feedback
- Maintain cleanliness and organization of front desk area

2.7 Interdepartmental Coordination

- Liaise with housekeeping, maintenance and other departments
- Communicate guest requests and special requirements
- Coordinate with reservations team on bookings and availability
- Work with management on occupancy and revenue strategies
- Participate in hotel meetings and briefings
- Facilitate smooth communication across all departments

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Management

Strong leadership abilities with capacity to motivate and guide team members. Effective delegation and task allocation skills. Ability to make decisions under pressure. Confidence in handling authority and responsibility. Skills in performance management and staff development.

Guest Service Excellence

Exceptional customer service orientation with ability to handle complex situations. Advanced problem-solving and complaint resolution skills. Empathy and understanding in challenging interactions. Commitment to exceeding guest expectations.

Technical Proficiency

Advanced knowledge of property management systems (Opera, Protel, etc.). Understanding of revenue management principles. Proficiency with Microsoft Office and hotel software. Ability to troubleshoot technical issues and train others.

Communication and Interpersonal Skills

Excellent verbal and written communication. Ability to communicate effectively at all levels. Active listening skills. Professional telephone and email etiquette. Capability to deliver constructive feedback diplomatically.

3.2 Personal Attributes

- Professional presentation and commanding presence
- Confident and self-assured demeanor

- Strong work ethic and integrity
- Calm and composed under pressure
- Proactive and solution-focused mindset
- Flexibility to work varied shifts including nights and weekends
- Detail-oriented with strong organizational skills
- Resilience in handling difficult situations
- Positive role model for team members
- Commitment to continuous improvement

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Minimum 2-3 years front desk or reception experience in hotels
- Previous supervisory or team leadership experience
- Advanced proficiency with property management systems
- Ability to work flexible roster including nights, weekends and public holidays

4.2 Desirable Qualifications

- Certificate III or IV in Hospitality or Hotel Management
- Diploma of Hospitality Management
- Leadership or supervisory qualifications
- Experience with specific PMS (Opera, Protel, etc.)
- Additional language skills
- First aid certificate
- Understanding of revenue management concepts

4.3 Experience

Minimum 2-3 years experience in hotel front desk operations with demonstrated progression in responsibilities. Previous supervisory experience is essential. Candidates should have proven track record in guest service excellence, complaint resolution, staff training and shift management in a hotel environment.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts including morning, afternoon and evening
- Regular work on weekends and public holidays
- Shift lengths typically 8-10 hours

- On-call availability may be required
- Roster provided in advance as per award requirements
- Flexibility required for staffing contingencies

5.2 Physical Requirements

- Standing at front desk for extended periods
- Walking throughout hotel coordinating with departments
- Extensive computer work and data entry
- Occasional lifting of supplies or guest items
- Ability to work in fast-paced environment

5.3 Work Environment

- Professional hotel lobby and front desk environment
- Air-conditioned workspace
- Constant interaction with guests and staff
- High-pressure environment during peak periods
- Responsibility for shift operations and decision-making
- May need to handle challenging or stressful situations

5.4 Uniform and Presentation

- Professional business attire or formal uniform provided
- Impeccable grooming and presentation required
- Closed professional footwear
- Conservative jewelry and accessories
- Hair neat and professionally styled
- Supervisor name badge worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels and accommodation businesses.

6.2 Classification Level

Front Desk Supervisors are generally classified under the award as:

- Level 4: Front desk supervisor with shift management and staff supervision responsibilities
- Level 5: Senior supervisor with broader operational responsibilities and decision-making authority

The specific classification level will be determined based on the scope of supervisory duties, team size, operational authority and experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: Higher rates apply (varies by employment type)
- Sunday: Premium rate applies
- Public holidays: Premium rate applies
- Evening and night work: Additional loading may apply

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Leadership Conduct

- Lead by example in all aspects of service and professionalism
- Maintain authority while remaining approachable and supportive
- Make fair and consistent decisions
- Hold team members accountable to standards
- Recognize and reward good performance
- Address issues promptly and professionally

7.2 Service Excellence

- Demonstrate highest standards of guest service
- Handle all complaints with empathy and professionalism
- Ensure every guest interaction is positive
- Go above and beyond to resolve guest issues
- Anticipate problems and implement preventative solutions
- Create memorable positive experiences for guests

7.3 Operational Excellence

- Ensure smooth and efficient shift operations
- Maintain accuracy in all transactions and documentation
- Monitor and optimize workflow during shift
- Identify and implement operational improvements
- Maintain clear communication with all departments
- Ensure compliance with all policies and procedures

7.4 Team Development

- Invest time in training and developing staff

- Provide regular feedback and coaching
- Create positive learning environment
- Share knowledge and expertise generously
- Support career growth of team members
- Foster collaborative and supportive team culture

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting supervisory experience
- Cover letter outlining leadership philosophy and achievements
- Copies of relevant qualifications and certificates
- Contact details for two professional referees (including previous supervisor)
- Examples of successful problem resolution or team leadership

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to assess leadership and communication skills
- Scenario-based questions on complaint resolution and team management
- Meet with front office management team
- Technical assessment on PMS and operational knowledge
- Reference checks with previous employers
- Police check

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____