



Job Description – Front Office Supervisor

Document Control

Position Title: Front Office Supervisor

Department: Operations and Front Office

Reports To: Front Office Manager

Version: 1.0

Job Overview

The Front Office Supervisor assists in managing daily front desk operations and ensures the delivery of exceptional guest service across Grand Royale Group properties. This role supports the Front Office Manager in supervising staff, maintaining service standards, and ensuring smooth check-in and check-out processes. The position acts as a key point of contact for guests and plays a vital role in creating memorable first impressions and ensuring guest satisfaction.

Key Responsibilities

Guest Services & Front Desk Operations

- Oversee daily front desk operations, ensuring efficient and professional service.
- Support staff with guest check-ins, check-outs, and reservation management.
- Handle guest enquiries, requests, and complaints with professionalism and empathy.
- Ensure all guest interactions align with Grand Royale Group's luxury service standards.

Team Supervision & Training

- Supervise and guide receptionists and concierge staff during shifts.
- Provide on-the-job coaching and ensure adherence to service procedures.
- Assist in staff scheduling and attendance tracking.
 - Support training initiatives to enhance team performance and customer service skills.





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Operational Administration

- Monitor daily reports, occupancy status, and billing accuracy.
- Maintain accurate guest records and ensure compliance with privacy policies.
- Assist in managing cash handling, deposits, and financial reconciliations.
- Coordinate with other departments to ensure seamless operations and guest satisfaction.

Service Quality & Brand Standards

- Ensure front office areas are maintained in a clean, welcoming condition.
- Conduct regular service audits to maintain consistency and quality.
- Uphold Grand Royale Group's presentation, grooming, and service protocols. Contribute to guest satisfaction surveys and follow-up actions.

Qualifications and Experience

- Diploma or Certificate in Hospitality Management or related field.
- Minimum 3 years' experience in front office or guest services, with at least 1 year in a supervisory role.
- Proficiency in hotel property management systems (PMS) such as Opera or Fidelio.
- Strong understanding of guest relations and conflict resolution.
- Excellent communication and organisational skills.

Skills and Competencies

- Leadership and team coordination skills.
- Customer service excellence and problem-solving ability.
- Attention to detail and time management.
- Professional appearance and interpersonal confidence.
- Ability to work under pressure in a fast-paced environment.

Working Conditions

This is a full-time position based at Grand Royale Group's hotel properties in Gold Coast, Queensland. The role involves shift work, including weekends, evenings, and public holidays, to support continuous front office operations.





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Key Performance Indicators (KPIs)

- Guest satisfaction and service feedback.
- Efficiency of front desk operations.
- Staff performance and teamwork.
- Accuracy of financial and administrative records.
- Compliance with company service standards and procedures.

Company Values and Culture

Grand Royale Group is dedicated to luxury hospitality, professionalism, and personalised service. The organisation values teamwork, integrity, and excellence in every guest interaction. The Front Office Supervisor ensures these values are demonstrated consistently through daily team performance.

Career Path

This role provides opportunities for career progression into positions such as Front Office Manager, Rooms Division Manager, or Guest Relations Manager within Grand Royale Group or other luxury hospitality organisations.

