



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Front Desk Supervisor
Department: Lodge
Reports to: Lodge Director
Pay Range: Grade 4
Position Type: Key

Basic purpose or function: The Front Desk Supervisor, in coordination with the Lodge Director, is responsible for providing the highest standard in guest services by ensuring that all necessary positions and shifts at the front desk are adequately staffed with trained personnel.

Job Responsibilities:

- Will be directly responsible for interviewing, selecting, hiring, training and supervising the front office staff in the positions, of Front Desk Clerk, Reservation, Night Audit.
- Train, retrain, counsel and coach all front office personnel in their duties, responsibilities and requirements when necessary.
- Conduct performance appraisals and annual salary reviews.
- Know and enforce established rules, regulations, policies and procedures of the department, hotel and casino complex in verbal and written form through the discipline process.
- Produce weekly schedules and work assignments and work assignments by examining business forecasts and anticipating service demand.
- Conduct regularly scheduled inventories for supplies, materials and printed items and submit orders to ensure that the office maintains adequate amounts in stock.
- Must acquire expert ability in the use of Hotel Management System. This may involve programming or adjusting new room rates, room configurations, guest types, segments and tariffs.
- Gain technical knowledge about all office equipment sufficient enough to trouble shoot any problems, which may arise throughout the workday.
- Maintain a Hot Line Index for emergency assistance for all equipment machines and services.
- Must be proficient in the use of a computer keyboard, 10 key, credit card authorization/charge machine, key card coder, phone system, printer, fax and copier machines.
- Required to learn to calmly respond to emergency guest situations and to contact the appropriate personnel or agencies to maximize safety.
- Must learn the fire alarm system sufficiently enough to determine the location of potential fire danger and to disarm and rearm the alarm system.
- Must learn all guestroom configurations, types and location in the building.
- Must know all rate structures, discount packages and comp. room authorization procedures and requirements.
- Communicate with security and/or local law enforcement to report suspicious, illegal or dangerous activities, conditions, situations or persons and document these actions on incident or accident report forms.
- Be available to diplomatically resolve conflicts or misunderstanding between guests or guests and personnel.
- Actively conduct or participate in departmental or general meetings.
- Exhibit a professional attitude and appearance setting an example for the staff.
- Must maintain and enforce appearance and image standard in regard to grooming, hygiene and dress.
- Manage property access keys to ensure safety of guests and to prevent loss of hotel assets.
- Communicate with all front office personnel about any new information regarding changes or additions in policy or procedure or with services, entertainment or any other operational business that may affect them or the guests.
- Will be a contact for group or tour reservations to ensure all accommodations are met and filled to the guest satisfaction.
- Will accept or deny request to establish city ledger direct bill accounts.

- Assesses guest dissatisfaction complaints about service or accommodations and authorized discounts or refunds dependent on the severity and degree of the situation.
- Must be available and able to work any shift or position in the front office when needed or required.
- Perform other duties as assigned by the Lodge Director

Minimum Qualifications:

- High school graduate or equivalent.
- Two to three years previous supervisory/management experience or training in the hospitality industry.
- At least one year training or experience in bookkeeping or accounting in a computerized environment.
- Strong customer service experience with direct guest interface.
- Must be very well organized, detail oriented, analytical and accurate.
- Must possess strong problem solving skills with mathematics, logistics and office software programs.
- Ability to assume and express a leadership role with excellent diplomacy skill.
- Ability to effectively handle multiple high stress tasks simultaneously.
- Requires self-motivation and strong sense of responsibility.
- Must possess excellent written and oral communication skills.
- Must have good motivational skills with a friendly positive attitude.
- Must complete Title "31" training.
- Must obtain a key gaming license

Native American preference applies to all candidates who apply.