

Spec. Code: 3510
Occ. Area: 03
Work Area: 026
Prob. Period: 6 mo.
Prom. Line: none
Effective Date: 11/01/09
Last Action: Rev.

GUEST ROOM SUPERVISOR

Function of Job

Under administrative supervision from a designated manager, to be responsible for a guest room operation, including front office, room services, and housekeeping.

Characteristic Duties and Responsibilities

1. establishes procedures for room reservations, valet and room service, housekeeping, and related functions
2. is responsible for the business functions of the guest room operations, including the coordination of reservation scheduling and the activities of guest room service personnel to assure the maximum number of guests and room revenue
3. is responsible for the efficient operation of the front office
4. is responsible for the selection, training, and supervision of employees
5. exercises care for the safety of guests and establishes procedures to safeguard guest room property against theft or loss
6. adjusts complaints regarding guest room service or equipment
7. handles correspondence and maintains and supplies information about arrivals, room numbers, departure of guests, location of points of interest, transportation, and other information of a similar nature
8. assumes responsibility for ordering supplies, forms, and equipment used in the guest room operation
9. prepares records and reports as required
10. keeps informed on new equipment and services used by the hotel industry
11. supervises main desk attendants, guest room housekeepers, student clerks, and other personnel engaged in office, service, and housekeeping operations
12. performs other related duties as assigned

Minimum Acceptable Qualifications

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. **Four years (forty-eight months)** of work experience and/or training:
 - a. as a desk attendant or in a supervisory or managerial capacity in a front office of a hotel, motel, or guest room operation that catered to a transient clientele
 - b. college training in hotel administration or closely related field
 - 30 semester hours equals 1 year (12 months)
 - Associate Degree (60 semester hours) equals 2 years (24 months)
 - 90-semester hours equals 3 years (36 months)
 - Bachelor's Degree or higher (120 semester hours) equals 4 years 48 months)

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of hotel operations
2. supervisory ability