

<https://thezenwellnessresort.com/job/assistant-f-o-manager/>

## Assistant F.O Manager

### Description

Under the general direction of the Front office manager and within the limits of established and local Resort policies and procedures, oversees and directs all aspects of the front office operation to achieve the highest possible guest satisfaction.

### Responsibilities

- Assists the Front office manager in directing and supervising the activities of the Guest relation, Front Desk, Driver, Beach and pool boy's and Bell Service sections.
- Maintains smooth relationships between management and guests by performing such activities as:
  - Meeting guests at the lobby and offering info pertaining to Resort services and facilities, points of interest and entertainment.
  - Resolving problems arising from guests' complaints and attending to their requests or inquiries with dispatch.
  - Approving releases of VIP complimentary orders and amenities according to established policy.
  - Accepting valuables of guests for safe keeping whenever necessary.
  - Escorting VIPs to their rooms
  - Seeing to the accommodation and transportation of overflow guests in cases of full occupancy.
- Prepares and checks any of the following when so assigned:
  - Daily discrepancy report
  - Daily credit risk report
  - Monthly geographical origin & source of business report.
  - Night inspection report when on overnight shift.
 Any reports related to reservation (res. Forecast, travel agent materialization ...etc.)
- Inspects rooms assigned to VIP's and informs HK, F&B of needed repairs, cleaning, fruit basket etc.
- Inspects the lobby and other guests' areas, including parking lots; telephone exchange and informs departments concerned of findings.
- Appraises appearance and efficiency of Bell service, front Desk, Guest Relation, reports findings to Front office manager.
- Authorizes rate and room changes, paid outs, rebates, cash advances, acceptance of cheques, releases of airline crew allowances, etc. based on established procedures, credit policies, amount, identity of guests or persons involved.
- Witnesses (by control) release and return of keys to and from outlets and offices, signs in logbook.
- Assists in supervising the activities of Front Desk, Guest Relation, Driver, Beach/pool boy's & bell captain.
- Coordinates with security in the investigation of irregularity and undesirable guests; coordinates with HK in checking discrepancies.
- Initiates correspondence regarding inquiries, reservations with special arrangements, complaints, etc. prepares memos regarding disciplinary

### Hiring organization

The Zen Wellness Resort

### Employment Type

Full-time

### Reporting to

F.O Manager

### Job Location

Aswan Western Agricultural Road,  
1252031, New Aswan City, Egypt

### Date posted

October 29, 2025

actions, instructions, announcements, etc. Forwards to R.D.M for approval.

- Handling all reservation duty's (receiving res. fax's /emails, reservation entry into the computer system, following up the travel agent payment with sales office in Cairo. ...etc.)
- Attends training sessions whenever requested.
- Performs other duties as may be assigned.

### **Communication and Relationships with Others**

- Reports directly to and communicates with the Front office manager on all pertinent matters affecting guest satisfaction.
- Provides functional assistance and direction to all front office personnel.
- Interacts with guests as well as individuals outside the Resort including, but not limited to travel industry representatives, owners' representatives, governmental authority representatives, competitors, and other members of the local community.