

<https://thezenwellnessresort.com/job/desk-supervisor/>

Desk Supervisor

Description

Under the general direction of the Front office manager and Asst. Front Office Manager and within the limits of established and local hotel policies and procedures, oversees and directs all aspects of the Desk supervisor function to achieve the highest possible guest service. And guest satisfaction.

Responsibilities

- Be knowledgeable in all front office standard operating procedures.
- Train the new staff , and re-train the old staff about the F.O standards.
- Maintain a good working relationship and open line of communication with all other department (H.K, F&B, Engineering...etc.)
- Verify that accurate room status counts are taken at the proper times and information is relayed to those concerned.
- Maintain continuous contact with hotel guests to ensure that any problems or complaints are handled quickly, efficiency and courteously.
- Supervise work load during shift.
- Update group information daily, maintain future group file, monitor and prepare requirements.
- Continuous control of rooms reports to ensure maximum room revenue.
- Receive information from previous shift.
- Responsible for setting proper example at all times in regards to uniforms, and professionalism.
- To bring to the attention of the Asst. F.O.MGR all supplies needed for the operation of the F.O.Dept. during next week.
- To do a spot checking on the police book from time to time.
- Attends training sessions whenever requested
- Performs other duties as may be assigned.

Communications & Relationships with Others

- Reports directly to and communicates with the front office manager and Asst. Front Manager on all pertinent matters affecting guest satisfaction.
- Provides functional assistance and direction to desk agent personnel.
- Interacts with guests as well as individuals outside the hotel including, but not limited to travel industry representatives, competitors, and other members of the local community.
- Cooperates, coordinates, and communicates with other hotel departments as required.

Hiring organization

The Zen Wellness Resort

Employment Type

Full-time

Job Location

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

Date posted

October 29, 2025