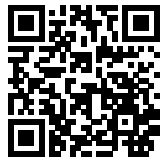


Front Desk Supervisor



Luogo **Lombardia, Milano**
<https://www.annunci.it/x-665260-z>



A Front Desk Supervisor supervises the activities managed at the hotel front desk, including check-in/check-out, Guest requests, concierge services and promotion of in-house activities.

What will I be doing?




As Front Desk Supervisor, you will oversee the front office activities between the Guest, the hotel, and the various hotel departments. A Front Desk Supervisor is responsible for supervising the activities that create the first impressions of our Guests and, therefore, must perform the following tasks to the highest standards:

Supervise Front Desk operations during your assigned shift to a consistently high standard Ensure your shift team have a current knowledge of hotel products, services, pricing and special promotional offers, as well as daily VIP and special events Advise your shift team of any special events or VIP Guests in the hotel that day Monitor the appearance, standards, and performance of Team Members with an emphasis on training and team work Maximize sales revenues through up-selling and marketing program Manage Guest requests, inquiries, and complaints promptly and completely Maintain the professional appearance of the Front Desk with a focus on hospitality and Guest service

What are we looking for?

A Front Desk Supervisor serving Hilton brands is always working on behalf of our Guests and working with our team Members. Successful candidates will have the ability to maintain a high level of behavior that reflects the Hilton brand. The ideal candidate will have a minimum of 2 years of experience in a hotel, resort, or retail setting, strong communication skills, and demonstration of sales capabilities. Calm, organized work ethic with the ability to prioritize and meet deadlines. Excellent supervisory, inter-personal, and communication skills. A passion for delivering exceptional levels of Guest service. Excellent Italian and English knowledge. Excellent grooming standard.

It would be advantageous in this position for you to demonstrate the following capabilities and distinctions:

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A relevant supervisory/management certificate/diploma or degree

What will it be like to work for Hilton?

Hilton is the leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. For nearly a century, Hilton has offered business and leisure travelers the finest in accommodations, service, amenities and value. Hilton is dedicated to continuing its tradition of providing exceptional guest experiences across its . Our vision “to fill the earth with the light and warmth of hospitality” unites us as a team to create remarkable hospitality experiences around the world every day. And, our amazing Team Members are at the heart of it all!