JOB OPPORTUNITY

Front Office Assistant / Duty Manager

Type of Vacancy : Full Time

Preferred education level (s) : Diploma

Preferred Major (s) : Business, Mass communication

Organization details :

Company : 1975 Avenue & Hotel
Website : https://www.1975.com.my/
Address : 1, Jalan Kempas Lama, Taman Kempas Utama, 81300 Johor Bahru, Johor Darul Ta'zim, Malaysia

Job Responsibility :

Guest Service & Front Desk Operations

1. Welcome guests upon arrival and assist with check-in and check-out procedures.
2. Handle guest inquiries, reservations, and room assignments accurately.
3. Provide information on hotel facilities, services, and local attractions.
4. Attend to guest requests and ensure timely follow-up for service recovery if required.
5. Manage telephone calls and messages in a professional manner.

Administrative & System Duties

1. Operate the Property Management System (PMS) accurately for bookings, billing, and night audit support.
2. Handle cash, credit transactions, and maintain accurate shift reports.
3. Assist with daily room status updates and coordinate with Housekeeping and other departments.
4. Monitor guest accounts, special requests, and VIP listings.

Coordination & Communication

1. Liaise with other departments to ensure guest requests are fulfilled promptly.
2. Report any irregularities, maintenance issues, or guest concerns to the Duty Manager.
3. Support Front Office operations during peak periods or staff shortages.

Safety & Security

1. Follow all hotel safety, security, and emergency procedures.
2. Maintain confidentiality of guest information and ensure compliance with hotel policies.

Key Competencies

1. Excellent customer service
2. Communication skills
3. Attention to detail
4. Problem-solving
5. Multitasking
6. Teamwork

Job Requirements and Qualifications :

Qualifications & Requirements

1. Diploma or Certificate in Hospitality or related field preferred.
2. Minimum 1 year of hotel front office experience (fresh graduates may be considered).
3. Good communication and interpersonal skills.
4. Proficient in PMS/Opera or similar systems.
5. Able to work shifts, weekends, and public holidays.
6. Customer-oriented with a positive, professional attitude.

Benefits :

- ✓ Duty Meal
- ✓ Staff Insurance
- ✓ Medical
- ✓ Annual Leave Entitlement
- ✓ Hospitality Industry

Person-in-charge :

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