



WE ARE  
**HIRING**



# FRONT OFFICE SUPERVISOR

*Are you organized ready to lead with Excellence in Hospitality?*

*Join our team in a collaborative and dynamic environment!*

## MAIN ROLE & RESPONSIBILITIES

- Supervise daily front office operations to ensure exceptional guest experiences and consistent delivery of luxury service standards throughout the guest journey.
- Lead, coach, and support front office team members in collaboration with the Front Office Manager, assisting with training, onboarding, and performance monitoring.
- Oversee check-ins, check-outs, room assignments, reservations, billing, and special guest requests, ensuring accuracy and efficient use of the property management system.
- Handle guest feedback, complaints, and service recovery situations with professionalism and discretion, escalating complex matters when appropriate.
- Ensure compliance with brand standards, operational procedures, and service policies while maintaining strong communication with other departments to support seamless resort operations.

## ESSENTIAL SKILLS & REQUIREMENTS

- 2-4 years of Front Office or Guest Services experience in a luxury resort or upscale hotel environment, with previous supervisory or team-lead experience considered an advantage.
- Diploma or degree in Hospitality Management, Tourism, or a related field preferred, combined with strong leadership and interpersonal skills to motivate and guide a diverse team.
- Excellent communication skills in English and Dutch (additional languages a plus), with proven ability to handle guest complaints professionally and apply effective problem-solving.
- Highly organized and detail-oriented, proficient in property management systems, and flexible to work shifts, weekends, and holidays as required in a resort setting.

To apply, please send your resume and cover letter to [hr@baoase.com](mailto:hr@baoase.com).