

## FRONT DESK SUPERVISOR QUESTIONNAIRE

SW/HRD/QFD/001.1	Date:
Name:	<input type="checkbox"/> Have Qatari Driving License?

SN	DESCRIPTION	None	Familiar	Average	Good	Excellent
1.	Supervises the front desk operation and interacts with guests to attend their needs to the best possible manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Maintain the reception desk and control entry to the club, ensuring that only those authorized members or guests are allowed in and they register at the reception.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Maintain "Lost and Found" register and co-ordinate with Senior Steward.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Receive and sort mail, dispatching same to correct location within the club and/or pigeonholes, and post notices on the notice board as and when instructed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Ensure that each staff is well turned out, correctly uniformed, wears the name badge, does not wear sandals or slippers, clean shaved/trimmed haired and maintain the required discipline.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Make periodical stock-check of all front office related furniture and equipment and submit the report to Senior Steward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Schedule staff for work also should maintain employee records, Ability to focus attention on details and be able to organize, prioritize and follow up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.	Maintain log book on daily basis. Coordinate with all supervisors related to banquet function, seminars etc. and attend it needs. Schedule staff for work and maintains employees record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.	Can perform other duties as assigned by management.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Remarks: