**Module 02 Hotel Front Office Operations, Unit 01 Front Office Department
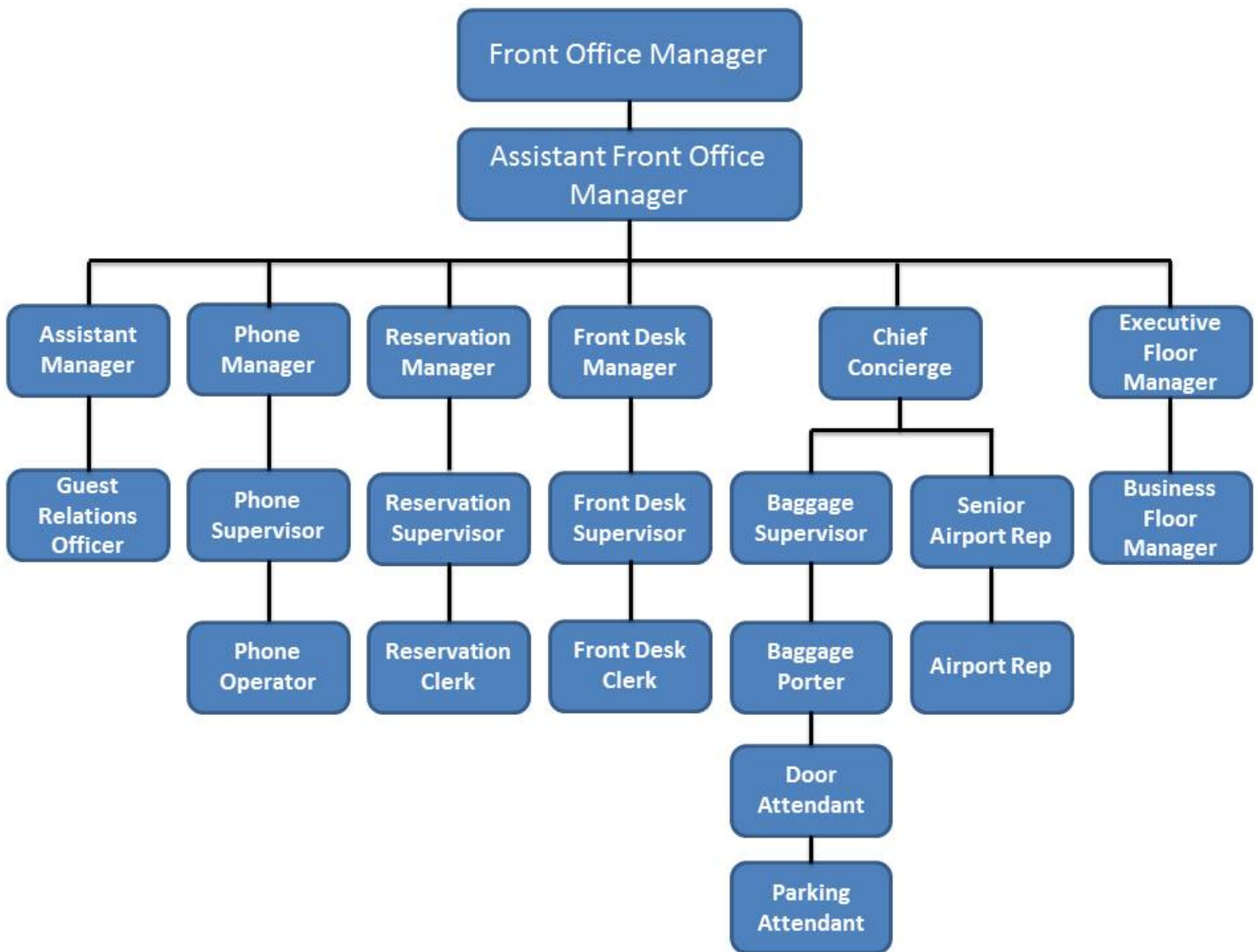Organization Chart of a Hotel Front Office Department**

Front Office Manager

Assistant Front Office Manager

- Assistant Manager
  - Guest Relations Officer
- Phone Manager
  - Phone Supervisor
    - Phone Operator
- Reservation Manager
  - Reservation Supervisor
    - Reservation Clerk
- Front Desk Manager
  - Front Desk Supervisor
    - Front Desk Clerk
- Chief Concierge
  - Baggage Supervisor
    - Baggage Porter
      - Door Attendant
        - Parking Attendant
  - Senior Airport Rep
    - Airport Rep
- Executive Floor Manager
  - Business Floor Manager

Registration/Check In Procedures

1. Greet the guest
2. Verify guests identity
3. Present the registration form
4. Confirm method of payment
5. Update guests account
6. Issue room key
7. Escort guest to room