



JOB DESCRIPTION

POSITION TITLE: Manager
DEPARTMENT: Hotel
SALARY: DOQ
POSTING DATES: Open Until Filled

Position Summary: The Hotel Manager is responsible for supervising the work activities of House People, Pool Attendants, Room Attendants, Supervisors, and Laundry attendants to ensure rooms are maintained in a clean, orderly and attractive manner.

Essential Job Functions: *The list that follows is not intended to be comprehensive: it is intended to provide a representative summary of the major duties and responsibilities. Employee will be required to follow any other job-related instructions and to perform any other duties requested by his or her supervisor.*

- Responsible for providing quality service to all guests in an efficient, courteous and professional manner.
- Ensures rooms and cabins are clean by doing a complete inspection.
- Responsible for time logger and employee points.
- Develops training schedule for the purpose of new employees and as constant reminder that all guest rooms and cabins must always be clean.
- Assigns all labor duties and schedules according to room forecast, and incoming groups/buses.
- Review with supervisors, labor reports and adjust accordingly.
- Maintains cable services and Onity door lock systems.
- Ensures guest, cleaning supply, and cabin storage rooms are clean and organized.
- Monitors and maintains inventory on all guest supplies, linen and towels for the hotel rooms and cabins.
- Orders supplies with the Directors approval.
- Enforces time management to employees ensuring rooms and cabins are done in a timely manner for Check-in.
- Enforces all policy and procedures in relation to housekeeping.
- Review profit and loss statements with the Director.
- Must be Key Employee, cross trained to Front Desk.
- Review employee evaluations and incentive programs for employees.
- Cross trained to other hotel positions to perform all duties assigned

Supervisory Responsibilities:

- Responsible for direct supervision of Room Attendant and House person Supervisors.
- Indirect supervision of House people, Pool Attendants, Room Attendants and Laundry Attendants.
- Responsible for all hotel employees in the absence of the Hotel Director and Managers.

Job Requirements:

Education, Experience, and Certifications:

- High School diploma or GED.
- Minimum of one year experience working in the Housekeeping Department.
- A good teacher and listener with great guest/employee relations.
- Must be able to pass pre-employment drug test and background investigation.
- Must have drivers license.

Knowledge and Skills:

- Knowledge and desire of obtaining a high quality standard of cleanliness.
- Knowledgeable in use of computers and ability to work independently.

Environmental Factors and Conditions/Physical Requirements:

- Must be able to lift up to 25 lbs.