

JOB DESCRIPTION

Position: HOTEL DUTY MANAGER
Location: Within the overseas programme, as stated in your covering letter
Reports to: Hotel Manager

To assist the Hotel Manager and work alongside the other Duty Manager in managing the Chalet Hotel team in order to provide the brochure promise to each guest, whilst maintaining a successful, profitable Chalet Hotel; Full responsibility of the management of the Housekeeping, Bar and Restaurant team to effectively head the team and direct them in a way that is in line with guest expectations. To ensure all tasks are carried out above and beyond expectations. Maximise sales opportunities and to encourage your team to do the same. To encourage the team to work well and to develop relationships with fellow colleagues, suppliers and other resort staff.

Your responsibilities and duties:

Pre-season

- Attend the pre-season management training course.
- Assist the Senior Management team with training the staff at the hotel training venues.
- Assist with the organisation and supervision of the cleaning and preparation of the Hotel.
- Ensure that all 'Front of House' areas are well presented, especially the restaurant and reception.
- Produce detailed inventories of the restaurant and guest rooms in the hotel.
- Meet with local suppliers of cleaning products and laundry and confirm the arrangements for orders and deliveries.
- Assist with the production of Health & Safety, Fire and Hygiene reports for the Hotel.
- Compile information about your resort and create the hotel notice boards and information files.
- Complete a brochure accuracy report on the resort and hotel and submit to the Marketing Department in the UK.

During the Season

Team Management

- Assist the Hotel Manager in ensuring the training and development of staff to maximise performance, aid retention and reduce turnover.
- Lead and inspire individuals to develop a highly motivated, committed team.
- Ensure that the Hotel Assistants are informed of their daily rota within the housekeeping operation and restaurant.
- Assist the Hotel Manager to maintain staff discipline and ensure that company policy and procedure are followed.
- Assist the Hotel Manager with monitoring of performance of the hotel staff and provide continuous training to ensure that the required standards are being met.
- Co-ordinate, organise and ensure the smooth running of the restaurant and its services, ensuring that it is prepared correctly and the required standards are met at every service during the week.
- Supervise the daily housekeeping of the guest bedrooms and communal areas.
- Monitor the housekeeping standards and complete weekly standards reports, ensuring that the Hotel Assistants are providing the required level of service.
- Integrate and provide training for staff that start mid season, completing all the relevant paperwork
- Ensure staff are always dressed in the correct clean uniform as outlined in the overseas operations manual.
- Ensure that all staff are provided with three adequate, balanced meals a day, seven days a week as stated in their terms and conditions.
- Attend a weekly staff meeting; ensure that all staff are fully briefed regarding the following week's arrivals and other important information relating to the smooth running of the resort. Discuss any issues that have arisen and provide feedback from guest questionnaires.
- Organise group activities for all staff to maintain good motivation and team spirit.

Restaurant and Food Services Duties

- Supervision of the laying up, serving and clearing of breakfast, children lunch, afternoon tea, children High tea and dinner, and the standard of service in the restaurant
- Promotion and management of incremental sales: Superior wine sales and packed lunches
- Management and motivation of Hotel Hosts in their restaurant duties
- Staff rotas
- Supervising the hygiene standards in the restaurant
- Control and ordering of stocks and stock takes
- Ensure the restaurant is run under the strict Company rules and guideline

Cleaning Duties

- General cleaning duties throughout the hotel, with particular reference to the restaurant, and also public areas and bedrooms (and kitchen when required)
- Daily supervision of the housekeeping team and ensure that Bedrooms cleaning standard are achieved and maintained
- Supervising the hygiene standards throughout the hotel
- Managing and motivating the hotels staff in their housekeeping functions
- Staff rotas
- Maintenance and control of linen supplies
- Ensure the Housekeeping is run under the strict Company rules and guideline

Commercial/Financial Management

- Assist with the completion of any hotel administration when required by the Hotel Manager.
- Monitor all of the ordering of cleaning supplies and laundry; ensure that the budgets are maintained weekly, reporting directly to the Hotel Manager.
- Assist the Hotel Manager in controlling the cash handling within the hotel to ensure all relevant departments are aware of their responsibilities and cash/credit card payments are recorded accurately.
- Assist the Hotel Manager in controlling all stocks within the hotel and ensuring stock takes are completed accurately and on time each week for accounting purposes.
- Assist the Hotel Manager in ensuring the financial obligations of the property are met and exceeded in terms of revenue generation and budget control.

Quality Assurance/Guest Service

- Develop product knowledge to ensure accurate delivery of service.
- Provide the Regional office and the Marketing Department in the UK with a twice weekly snow report.
- Ensure that the chalet notice board and information files are maintained through out the season.
- Assist the Hotel/Resort Manager with the organisation of guest transfers to and from the airport.
- Complete any paperwork for arriving/departing guests.
- Promote and sell ski packs (lift passes, equipment hire and lessons) and après ski events to guests, ensuring that all guests are informed of all products and the targets set met and exceeded.
- Ensure that all guests are welcomed on their arrival at the hotel and are shown to their allocated rooms; resolve any issues that may arise effectively.
- Assist the Hotel Manager in providing guests with an informative welcome meeting providing details on the hotel, resort, ski area and après ski events.
- Accompany guests to the Ski School and the Hire Shop and ensure that they receive the required lessons and equipment they have booked.
- Provide guests with daily up-to-date weather and snow conditions report, information on resort events and details for the procedure on the morning of departure.
- Ensure that guest expectations are met and a positive and friendly atmosphere is promoted.
- Deal with any guest issues promptly and effectively.
- Ensure all guests are briefed on the arrangements for the staff day off.
- Assist the Hotel Manager in encouraging guests to complete the Guest Service Questionnaires and achieving the targets set in the pre-season training course.
- Ensure all Health and Safety procedures are implemented according to Company standards.

Communication

- Keep Hotel Manager and all staff informed on all relevant business issues & updates using varied methods of communication.
- Provide detailed and accurate reports as required by the Hotel Manager.
- Escalate or communicate to Hotel Manager all issues deemed fit or which cannot be resolved locally, or, which will have high customer/financial impact verbally.
- Escalate or communicate to Hotel Manager all minor issues, addressed or not, and how they have been/will be addressed to Hotel Manager via written communication.
- Assist the Hotel Manager in holding staff and Head of Department meetings on a weekly basis to review & improve performance.

Supplier Management

- Assist the Hotel Manager in carrying out all supplier communication activity in line with company procedure (Local authorities, Government bodies etc.)
- Assist the Hotel Manager in ensuring suppliers have a full understanding of all product and service specifications in order to ensure effective delivery.
- Assist the Hotel Manager in completing orders in line with company procedures to ensure correct stock levels are maintained.

Incident Management

- Assist the Hotel Manager in managing all incidents in line with company procedures.
- Assist the Hotel Manager in ensuring all staff are adequately trained in local procedures.
- Anticipate potential problems/situations and act accordingly to create solutions, and relay these solutions and unresolved anticipations to the Hotel Manager.
- React in line with company procedure to any unexpected situations.

Post-Season

- Assist in the organisation of the cleaning and closing down of the Hotel, staff accommodation and company property.
- Collect all staff manuals, hotel signs, notice boards, and information files.
- Ensure that the resort vehicle logbook is complete and the vehicle is clean inside and out (if applicable).
- Ensure that all staff uniform is returned clean and inventoried.
- Liaise with the Alpine Office regarding the arrangements for the transport of all staff back to the UK.