Position Title:	Duty Manager
Department:	Front Office
Reports To:	Rooms Division Manager
Job Family:	Supervisor/Specialist

Purpose
Model the way and empower the front office team to provide exceptional customer experiences by embracing our brand behaviours and service philosophies, ensuring the highest level of customer satisfaction is achieved. Focus on assisting management with the daily front desk operations, development of team members and safety and security of guests.

Key Relationships	
Internal	Senior Managers, Concierge, Reservations, Housekeeping, Maintenance, Food & Beverage, and team members across all departments
External	Customers, potential customers, visitors, vendors, and contractors
Direct Report	Front Office Supervisors, Receptionists, Night Audit and Porters

Duties and Responsibilities

- Maintain immaculate presentation and grooming, wearing designated uniform at all times.
- Actively contribute to the attainment of hotel objectives and targets as outlined by your manager.
- Responsible for the leadership of the day and overnight operations of the hotel and supervision of all front office team members.
- Lead by example by displaying a hands-on style, which encourages team involvement, initiative, and a focus on continuous improvement.
- Coordinate and allocate duties for each shift and be responsible for the of the daily check-in/check-out process; ensuring guest names are used and correct cashiering procedures are followed.
- Ensure all calls are answered cheerfully and promptly and ensure their accurate distribution to all hotel guests, visitors, and team members.
- Prepare and conduct daily briefings so all team members are aware of hotel activities including VIPs in house, group movement, promotional activity, guest feedback, product knowledge.
- Be familiar with all room types, rates and services provided by the hotel, and be prepared to 'sell' at all times.
- Assist guests with special requests, general information, transportation, event tickets, restaurant, airline reservations and any other reasonable requests as they arise.
- Ensure all special guest requests are followed through to the relevant departments and charges are raised accordingly.
- Ensure guest complaints are consistently resolved in a prompt and efficient manner in accordance with The Hotel Britomart complaint handling guidelines.
- Recommend and devise front office focused incentives that drive revenues and reduce expenses.
- Assist in establishing and renewing administrative policies and procedures relating to the department.
- Collate and report industry information regarding occupancy and rate (where directed).
- Maintain a dynamic 'Guest Services Directory' in the Property Management System (PMS). Ensure accurate information and records with correct guest details linked to guest profiles.
- Maintain effective communication at end of shift to ensure a smooth transition for the next shift.
- Process guest mail, messages, and deliveries in an accurate and timely fashion.
- As directed complete wake up calls and ensure they are completed on time.
- Provide accurate and up-to-date financial and yield reports as directed by management.
- As directed on fully booked days contact all arrivals and determine status of reservation.

- Take ownership of tasks undertaken to a point of completion, ensuring consistent guest and colleague satisfaction.
- Ensure all reservation requests are handled in an efficient and friendly manner (for groups, unusual or difficult requests, involve the Hotel/Reservations Manager/Coordinator where applicable).
- Assist and action any guest queries relating to Housekeeping and Maintenance when required.
- Identify any new sales leads and pass onto the Sales & Marketing Department.
- Keep the General/Hotel Manager informed of all problems and unusual matters of significance.
- Perform any other reasonable task or instruction as directed by management or a representative of management.
- Lead team members by setting a positive example. Instruct, train, and develop team members.
- Assist in empowering the front office team, with clearly defined parameters to do anything to make the guest's stay more comfortable.
- Maintain clear and concise communications with all departments and management regarding special requests, guest requirements, and general hotel events.
- Take an active part in the ongoing "on the job" training of team members to ensure they have the necessary skills to perform their job efficiently and effectively.
- Cross train team members in all different front office duties where possible to increase flexibility.
- Monitor grooming and presentation of all team members to ensure standards are adhered to.
- Assist with rosters for team, ensuring effective coverage whilst maintaining cost effectiveness and ensuring they are done in a designated time frame.
- Assist with recruitment, performance reviews, management, and development of all team members.
- Assist other departments on busy days and complete any other duties as request by the department or hotel manager to meet business demands
- Attend and actively participate in training programs as required.
- Put into practice in the business all training that has been completed at The Hotel Britomart.
- Where possible cross train in night audit and night reception duties.
- Demonstrate a complete knowledge of all room types, rates and services provided by the hotel, and be prepared to 'sell' at all times.
- Maintain up to date knowledge of all key events and what is happening in the city, as well as key information to assist guests e.g., tram/bus numbers and timetables.
- As directed take on tasks including but not limited to accounts payable, accounts receivable, purchasing and rate yielding.
- As directed manage the conference and events function at the hotel from beginning to end i.e., quoting, entering bookings, catering, invoicing, conference kits, client meet and greet, rostering coverage.
- Demonstrate sound knowledge to deal with any issues that arise during the shift including relocating guests to sister properties if the hotel is overbooked.
- Be aware and abide by the privacy act with respect to all customers.
- Ensure the company code of conduct and team handbook are adhered to.
- Understand relevant departmental policies and procedures and abide by these team member guidelines at all times.
- Understand and ensure adherence to The Hotel Britomart's credit and account policies and procedures with respect to all cashiering and auditing functions, ensuring guest accounts are accurate and all charges are correct and posted prior to checkout.
- Audit the daily activity of all Front Office operations, to ensure all activities are performed accurately and completed in accordance with established policies & procedures.
- Ensure the orderly and clutter free appearance of the front desk and assist in maintaining the immaculate physical appearance of the hotel lobby.
- Understand The Hotel Britomart OH&S policies and procedures and abide by these team member guidelines at all times.
- Report Hazards, near misses and accidents at the workplace immediately.
- Ensure guest security and privacy is maintained at all times

Physical Requirements

- Frequent use of both hands for continuous grasping and use of fine motor skills.
- Frequent movement due to other manual tasks (i.e., squatting / kneeling / reaching / pushing. Etc)
- Constant standing & walking on various finished surfaces, including ascending and descending staircases.

- Frequent lifting and moving of objects up to 20 kgs. A visual risk assessment should be completed prior to single person lifting.
- Moving or lifting objects over 20 kgs or objects of an awkward nature must be a two person lift or aided by an appropriate manual handling lifting / moving device

Education

- A current RSA
- Diploma of Hotel/Hospitality Management desirable but not essential.

Experience

- Minimum 1-2 years' experience within a similar position of similar size hotel

Acknowledgement

To summarise, it is not the intent by way of this Position Description to limit the flexibility required, scope, or responsibilities of this role, but to highlight the most important aspects of your position.

I acknowledge that I have read and understand the above Position Description and agree to carry out all duties as described to the performance standards required.

Team Member Signature: _____

Team Member Name: _____

Date: _____