

JOB DESCRIPTION/ESSENTIAL FUNCTIONS

JOB TITLE: Assistant General Manager

DEPARTMENT: Operations

SUPERVISOR TITLE: General Manager

Job Description/Summary:

Responsible for the overall success of the hotel, meeting or exceeding planned objectives for revenue and profit, and ensuring guest satisfaction and product quality standards are met. Assists the General manager to manage all areas of the hotel in accordance with brand standards to achieve a friendly atmosphere of superior guest service and product quality. Provides exemplary performance for staff to follow.

ESSENTIAL JOB FUNCTIONS:

Financial

- Meets or exceeds budgeted profit and margin for hotel.
- Accurately forecasts revenues/expenses.
- Anticipates revenue/cost problems and manages the timing of discretionary expenditures to stabilize cash flow.
- Analyzes financial and operation information on ongoing basis to adjust business plans, labor requirements and operating costs.
- Ensures hotel staff is trained in financial control procedures for cash, vouchers, inventories and receivables, and that these procedures are regularly followed.
- Produces accurate, timely financial reports.
- Identifies major revenue and expense opportunities and possible problems.
- Accurately forecasts occupancy changes based on the changing market conditions (e.g. increased competition).
- Achievement of revenue and cost objectives.

Associate Team

- Maintains guest service as the driving philosophy of the hotel.
- Personally demonstrates a commitment to guest service by responding to guest needs.
- Ensures all hotel staff, including new hires, know all components/features of our guest service guarantee and are trained to meet service standards; develops added value customer service programs.
- Assist team leaders in meeting and exceeding AOS goals.
- Empowers hotel staff to deliver guest service by encouraging and rewarding responsive guest assistance.
- Ensures hotel standards contribute to the delivery of consistent guest service.

Marketing and Sales Management

- Develops and implements marketing and sales plans based on demand segments and to maximize REVPAR and Market Share.
- Knows why competitors are successful in each demand segment and directly markets/sells against him or her.
- Ensures that marketing and sales plans are appropriate for each sales period, including special plans to maximize room revenue during forecasted low occupancy.
- Knows key accounts and actively “sells” through sales calls, property tours, etc.

Human Resource Management

- Manages human resources functions including recruiting, selection, orientation, training, and performance planning and evaluation, pay and reward programs to maintain a qualified work force.
- Maintains a positive cooperative work environment between staff and management.
- Ensures all hotel employees know hotel objectives.
- Ensures personnel files are accurate and comply with both local and federal laws and regulations.
- Administers personnel policies, pay procedures, bonus plans and benefits.
- Ensures training objective and developments plans are completed.
- Monitors and maintains acceptable turnover levels.

Operations

- Knows local health and safety codes and regulations that apply to the hotel.
- Recognizes and corrects potential safety hazards, such as broken doors or railings, fire hazards, etc.
- Recognizes and corrects potential security problems, such a locking doors after hours, etc.
- Understands and follows policies and procedures for the hotel’s key control system and ensures others are trained in same.
- Maintains physical product standards by managing preventive maintenance programs and by scheduling deep-cleaning activities.
- Ensures ongoing staff and employee involvement in preventive maintenance programs. Protects the interests of the hotel during capital projects.
- Has acceptable property quality audits.
- Periodically inspect rooms, building exterior, parking lot, etc.

Additional Responsibilities:

- Any other duties assigned by Supervisor

I have read and understand my job description as stated above.

Signature

DATE

General Manager

DATE