

Job Description

Duty Manager



Job Role: Duty Manager

Line Manager: Assistant General Manager

Department: Admin & General

Objective

To contribute to and manager the overall success of the hotel including but not limited to operational success, people related success and financial success.

Key Responsibilities

Financial:

- Reconciling cash and banking on a regular basis.
- To ensure daily and weekly rota sign offs are completed in a timely manner.
- Ensure a culture of upselling is present with regular relevant training.

People:

- Staff motivation and discipline.
- Ensure the initial and ongoing training of all employees.
- To ensure the adequate performance management of all employees.
- To support the timely completion of annual appraisals.
- To ensure rotas are published in a timely manner.
- To ensure new starter paperwork for all employees is completed and submitted on Day 1.
- To ensure contracts of employment are signed before the end of Day 1 for all employees.
- To ensure accurate and valid Right To Work documentation is held for all employees.
- To ensure a positive culture in the workplace based on our values and company mission.

Operations:

- Monitor Reslynx and Open Table to ensure correct allocations.
- Ensure that staffing levels across departments are sufficient to meet business demands.
- Ensure relevant and effective communication with all employees.
- Ensure SOP's are in place across the hotel for all operational roles.
- Ensure standards are met across all areas of the hotel.
- Ensure the cleanliness of the hotel to ensure the guest journey is always meeting company standards.
- Ensure overall guest satisfaction.

General:

- The Duty Manager is a key point of contact for all staff and guests.

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- To communicate the information coming into the hotel and monitoring activities in each department to ensure that tasks are completed to meet guest demands in a timely manner and to a high standard according to company policy.
- To ensure that Legal and Statutory Requirements across all departments are maintained.
- To ensure all regulatory paperwork is completed within the relevant time frames.
- To ensure that all employees are able to manage guest questions, compliments or complaints.
- The Duty Manager will have overall responsibility to respond to all guest feedback on relevant platforms.
- Any issues that occur should be communicated to the senior leadership team using the correct escalation process.
- Maintain regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- Promote good working practices across the hotel, with particular emphasis on exceptional standards of safety and hygiene and guest service.
- Continue to focus on own knowledge, personal development and external trends to ensure ourselves, the business and systems are evolving and relevant.
- Conduct and behave yourself in a way that aligns with and champions our company values and mission statement.
- Ensure all company property / premises are kept within good working order, and any concerns highlighted and actioned promptly.

By signing this Job Description, you acknowledge that you fully understand your job role and responsibilities within Sonas Hotel Collection (Sonas Hospitality (Management) Ltd, Sonas Hospitality Limited, Sonas Hospitality (Knipoch) Ltd and Sonas Hospitality (Skeabost) Ltd). The responsibilities listed in this job description are non-exhaustive and will be added to or amended to at any time at the discretion of the Company. The Company will discuss any additions or amendments with you directly as and when required.

Signed By Employee:	Date:
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