

FLSA Status: Exempt
Reports to: Ownership/Exceptional Hospitality

Job Summary:

Responsible for the overall profitable management of the property. Also responsible for marketing, establishing community relations, record keeping, employee staffing and training, cost management including payroll, controlling inventory, and maintaining the physical building, as well as handling unexpected situations involving guests, employees, and the property.

To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and have a good attendance record, and have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Important Note: THE HOTEL IS A 24 HOUR, 7 DAYS A WEEK BUSINESS. THE HOTEL DOES NOT CLOSE. IF THERE ARE ANY PROBLEMS THEN THEY NEED TO BE RESOLVED ASAP, EVEN WHEN YOU ARE AT HOME. YOU MUST ANSWER ANY HOTEL PHONE CALLS AND HANDLE ANY HOTEL RELATED ISSUES.

Work Environment:

Front Desk, Back Office Areas, Guest Rooms, Laundry Room, Pool Pump Room, Maintenance Room and all Public Areas.

Job involves working:

- under variable temperature conditions (or extreme heat or cold).
- under variable noise levels.
- outdoors/indoors.
- around fumes and/or odor hazards.
- around dust and/or mite hazards.
- around chemicals
- bio-hazard

Essential Job Functions

1. Coordinate and supervise the various departments to ensure an environment in which high standards of comfort, service, and quality exist for our guest.
2. Take appropriate action to respond to guest complaints and maintain positive guest relations and presents an image through our employees which reflects the hotel philosophy.
3. Utilize hotel procedures to properly forecast, budget, and staff each operations department.
4. Implement and maintain a positive marketing and sales program.
5. Have knowledge and understanding of all department policies and procedures, and communicate and enforce all policies fairly and consistently with staff.
6. Have knowledge and demonstrate familiarity with all safety rules and policies and all requirements of the Occupational Safety and Health Act ("OSHA").
7. Be knowledgeable about the accident prevention program, including safety committee, education/enforcement, and communication of safety issues through department meetings.
8. Be able to effectively investigate, report and follow-up on employee and guest accidents.
9. Have knowledge and demonstrate familiarity with Human Resources duties and responsibilities, including knowledge of the following: all Hotel policies and procedures, including the Fair Treatment and Equal Opportunity Policy, I-9s and E-Verify, proper documentation, Workers' Compensation, training, federal, state, and local laws regarding equal employment opportunity laws, including, but not limited to, Title VII of the Civil Rights Act of 1967, as amended ("Title VII"), Americans with Disabilities Act of 1990, as amended ("ADA"), . Must communicate and enforce all Hotel policies fairly and consistently with staff.
10. Comply at all times with company standards and regulations to encourage safe and efficient hotel operations.
11. Make time to interact with guests, solicit feedback and build relationships.
12. Actively participate in business, community and civic affairs in the local area.
13. Maintain the hotel in an attractive and economical manner in compliance with the Maintenance and Quality Assurance policies set by the brand and ownership.

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14. Ensure all reports of revenue, expenses, business volume, personnel, payroll and assets are maintained.
 15. Ensure all policies, procedures, federal, state and local laws are adhered to by all employees, in regard to personnel, security, guest relations, safety, etc.
 16. Ensure all policies and procedures are adhered to by all personnel in regards to the hotel brand standards, owners, upper management, hallmarks and license agreement mandates.
 17. Maintain an adequate inventory of supplies and achieve budgeted cost controls in breakfast supplies, linen, guest room supplies, cleaning supplies, chemicals, utilities, telephone costs, etc.
 18. Ensure personnel development so all subordinate personnel are receiving adequate training, development, motivation and performance review feedback.
 19. Responsible for hiring, training and firing associates.
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 21. Be on call 24 hours to assist in any hotel related issues.
 22. When necessary, perform light maintenance duties, such as fixing an overflowing toilet.
 23. Be prepared to fill in for absent employees upon short notice.
 24. Manage hotel staff with a view of increase hotel profitability and customer satisfaction. Responsibilities include overseeing interviewing, hiring, training, work direction, and performance management of all employees.
 25. Create a motivating work environment to allow for development and growth of employees.
 26. Contribute to the successful development of the Assistant General Manager and other direct reports.
 27. Oversee the activities of all staff members in order to ensure adherence to hotel policies and procedures.
 28. May review all departmental schedules for accuracy and staffing demands.
 29. Conduct all daily, weekly, quarterly, and annual meetings.
 30. Oversee annual salary review and ensures that all employee wages follow federal, state, and local wage and hour guidelines.
 31. Review and maintain accurate records of hotel's funds and information including, but not limited to, the cash flow sheet, accounts receivable and payable, credit card reconciliations, and registration information.
 32. Review and validate vendor invoices.
 33. Prepare the annual and quarterly budgets as well as the annual marketing plan.
 34. Responsible for reviewing weekly summary reports and adjusting the budget forecast as necessary.
 35. Develop a long-term business plan that will increase the hotel's profitability and customer satisfaction with the property, services offered, and staff.
 36. Offer guests assistance whenever possible.
 37. Ensure accurate bucket check is completed nightly.
 38. Ensure correct and accurate cash handling at the Front Desk.
 39. Maintain and monitor "lost and found" policy and procedure.
 40. Responsible for resolving escalated customer relations issues.
 41. Answer inquiries pertaining to hotel policies and services.
 42. Must appropriately address guest requests to ensure customers are satisfied with the hotel's services and accommodations.
 43. Responsible for positively representing and promoting the property.
 44. Ensure no-show revenue is maximized through consistent and accurate billing
 45. Ensure systems and procedures are in place and followed for guest safety and security.
 46. Display hospitality and professionalism to our guests at all times.
 47. Ensure that all transactions with guests are handled in a legal and ethical manner.
 48. Project a favorable image of the company to the public at all times.
 49. Treat guests, vendors, customers and co-workers with professionalism and respect at all times.
 50. Maintain a clean and neat appearance at all times. A complete uniform (or business dress for non-uniformed associates) must be worn at all times in public areas, including name tag.
 51. Ensure consistent delivery of friendly, courteous, and attentive service to our hotel's guests.
 52. Assist with or process payroll.
 53. Maintain highest level of professionalism in personal activities and appearance at all times.
 54. Ensure all Front Desk Associates are trained in Life Safety & Fire Safety procedures.
 55. Identify, develop and initiate all actions necessary and appropriate to achieve established business revenue goals and cost efficiencies for the hotel.
 56. Coordinate personal and associate work schedules to meet needs of business levels present in hotel within established budgeted payroll cost guidelines.
 57. Maintain inventories for all departments as required by the company to maintain acceptable levels to run the operation efficiently and to prevent loss.

58. Ensure Yield Management system is monitored and maintained at an optimum level.
59. Maintain all works areas in an organized, neat and clean manner.
60. Maintain organization of office supplies, record keeping, filing, reference materials, and correspondence.
61. Prioritize work tasks, and department responsibilities toward consistently successful completion.
62. Respond to all guest contacts for assistance and information in a courteous and timely manner to bring about resolution acceptable to guest(s).
63. Review daily transfers/submissions in Accounts Receivables accounts for correctness, and prepares billing invoices for mailing. Manage collection efforts to achieve \$-0- balance in all aging categories above "60 Days".
64. Prepares daily Operational reports and ensure daily bank deposits.
65. Credit Card Charge-backs - Research and respond in timely manner to ALL credit card chargeback notices, following established procedures, and advising Corporate Controller of results.
66. Actively and consistently direct all associate activities towards increasing daily room sales and revenue results for hotel's business.
67. Prepare and distribute internal/external correspondence, forms, rooming lists, event schedules, and mail in an accurate and timely manner.
68. Inspect rooms weekly in accordance with SOP requirements to ensure cleanliness and proper suite care. Document all inspections, make available for review by hotel owners.
69. Monitor Group Reservations to ensure rooming lists are received by cut-off date and properly entered in the brand systems, and all event/group information is communicated to key personnel
70. Responsible for verifying completed direct bill applications are present for all DB accounts, validate group credit information, and accurate adherence to group billing procedures.
71. Monitor business trends within hotel, comp set hotels, and local market area to direct adjustments in Revenue Maximization Strategies.
72. Complete weekly management report and sales report.
73. Direct and participate in all sales and marketing activities.
74. Monitor for completion, and execute when required, all sales action plans.
75. Perform any additional duties required of the General Manager, at the direction of Corporate Management

Supervisory Responsibilities:

1. 1-20 Associates competencies
2. Departments:
 - a) Front Desk Staff-AM, PM, & Night Audit
 - b) Housekeeping Staff
 - c) Maintenance Staff
 - d) Breakfast Staff
 - e) Sales Staff

Qualification Standards

Essential:

1. Ability to be friendly and cheerful; interact easily with strangers.
2. Ability to work well in stressful situations, remaining calm and demonstrating good judgment and self-control in emergency and difficult situations, including handling challenging guests.
3. Ability to delegate, give direction and set priorities.
4. Ability to work independently with little supervision.
5. Ability for strong organizational skills and strong detail orientation.
6. Ability to use tact and diplomacy to resolve conflict.
7. Grooming must meet property standards.

Desirable:

1. Some college or training in Hospitality Industry.
2. Previous experience as General Manager.
3. Previous cashiering experience.
4. Fluency in a foreign language, preferably.
5. Ability to suggestively sell.

6. Certification in CPR.
7. Previous guest relations training.

Education:

1. High school graduate or equivalent.
2. Must be able to speak, read, write, or otherwise communicate, and understand English used in the workplace.
3. Must be able to speak, or otherwise communicate, and understand the primary language(s) used by guests who visit the workplace.

Physical:

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. In addition, the employee must:

1. Ability to move up to 50 pounds.
2. Endure various movements throughout the work areas.
3. Reach up to 10 feet, with or without an aide.
4. Must be able to work with arms raised above head throughout a shift.
5. Remain in stationary position throughout work shift.
6. Must be able to work mornings, nights, weekends and holidays as dictated by hotel business levels.
7. Long hours sometimes required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

****This Hotel is dedicated to complying with the requirements set forth by OSHA and ADA in its employment practices as required under federal law.****

EMPLOYEE ACKNOWLEDGMENT

I have received this Job Description and I acknowledge that it is my responsibility to read it in order to become familiar with the Company policies and guidelines.

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S PRINTED NAME