

# LA MON

HOTEL & COUNTRY CLUB



## JOB DESCRIPTION

**Job Title:** *Duty Manager*

**Responsible to:** *General Manager / Directors*

**Main Purpose:** *To greet and welcome prospective, current customers and residents of the hotel and to ensure the individuals safety and comfort at all times. To ensure the expected high standards of customer service, health & safety, cleanliness and hygiene is maintained in La Mon Hotel as a whole.*

### **Main tasks and duties**

- Overseeing delivery of consistent quality customer experiences in all food & beverage outlets in hotel including banqueting / functions
- To ensure smooth operational procedures within the hotel;
- To maintain and adhere to company's health and safety policies;
- To ensure positive customer care by all staff;
- To promote and sell the hotel and its products with a friendly and helpful manner;
- To ensure the customer needs are met at every opportunity;
- To control and co-ordinate staff as and when required;
- To oversee all food and beverage service;
- To visit and check all departments when on duty;
- To assist any department as and when required;
- To plan, organise and prep the function/conference rooms as and when required;
- To ensure hygiene standards are maintained at all times;
- To deal and handle with customer complaints and requests;
- To maintain a high standard of personal hygiene and appearance;
- To carry out periodic checks on rooms and on all equipment;
- To attend training courses as and when necessary;
- To promote equal opportunities and cultural diversity;

- To ensure effective communications with all departments and peers;
- To ensure that due care is taken for the health and safety of yourself, other employees and any other persons on the premises;
- Report and where appropriate take action on any incident, accident, fire, loss or damage;
- To ensure and actively encourage staff training and development to improve performance moral;
- To implement all policies and procedures as devised by management;
- To order, check and accept deliveries of goods and equipment as necessary;
- To train and supervise all staff to the adequate level as set by management;
- To ensure adequate cover at all times in line with hotel targets and goals;
- To report all maintenance issues and take appropriate action;
- Any other duties and responsibilities as requested by management.

**You The Candidate:**

- Have min 2 year experience as a duty manager or similar management role, within the Hospitality Industry.
- Possess excellent customer service skills
- Be passionate about guest experience
- Knowledge of cash & stock management
- Knowledge of Health & safety procedures
- Strong organizational skills.
- Hands on approach, with can do attitude
- Availability to work in shifts including weekends & evenings
- Be personally motivated & Can lead and motivate a team
- Have great management & communication skills
- Have a passion for their role within the Hotel
- Have a mature and pleasant manner for dealing with customers and team members alike