



Hotel Manager

A Hotel Manager oversees all operations and day-to-day activities in a hotel organization. They take on a variety of duties including managing everything from accounting, sales, business development, and customer service. Also referred to as a Hotel Operations Manager, and reporting to the General Manager

Hotel Manager DUTIES AND RESPONSIBILITIES:

- Oversee personnel including receptionist, kitchen staff, and office employees
- Supervise work at all levels (receptionists, kitchen staff, maids, office employees etc.) and set clear objectives
- Monitor employee performance and conduct regular evaluations to help improve customer service
- Plan activities and allocate responsibilities to achieve the most efficient operating model
- Collect payments and maintain records of budgets, funds, and expenses. Welcome and register guests once they arrive
- Resolve issues regarding hotel services, amenities, and policies. Organize activities and assign responsibilities to employees to ensure productivity
- Deal with maintenance issues, shortages in staff or equipment, renovations etc.
- Create and apply a marketing strategy to promote the hotel's services and amenities
- Coordinate with external parties including suppliers, travel agencies, and conference planners
- Evaluate hotel performance and ensure compliance with health and safety rules
- Manage budgets/expenses, analyze and interpret financial information and monitor sales and profits
- Partake in financial activities including establishing room rates, setting budgets, and assigning funds to departments.