

# JOB DESCRIPTION

<b><u>Job Title:</u></b>	Duty Manager
<b><u>Purpose Of Job:</u></b>	<p>To co-ordinate hotel operations ensuring:</p> <ul style="list-style-type: none"><li>• company standards of performance are consistently maintained in order to maximise guest satisfaction</li><li>• health &amp; safety regulations are complied with</li><li>• departmental objectives are achieved in terms of sales, profitability and staff performance</li></ul>
<b><u>Responsible To:</u></b>	General Manager
<b><u>Responsible For:</u></b>	All Operational Staff

## MAIN DUTIES:

1. To liaise with the General Manager and other departments as appropriate to ensure all hotel operations run smoothly and in line with Company standards and procedures.
2. To contribute to meeting the food and liquor Gross Profit targets by monitoring operations effectively and by maintaining the security of stock from delivery through to point of sale.
3. To maintain par stock levels of consumables and to ensure these items are used efficiently; to ensure departmental budgets are not exceeded.
4. To compile weekly rotas when required, ensuring staffing levels correspond to forecast business; to monitor wage costs daily in order to ensure departmental targets are achieved.
5. To actively participate in the setting of Company goals and targets; to use this information to set objectives at departmental level, and to communicate these objectives positively to staff.
6. To ensure communication is effective and that staff are kept informed of changes in policies and procedures.
7. To attend and actively participate in management meetings and to organise departmental meetings as appropriate.
8. To ensure the highest standards of customer care are consistently delivered to guests.
9. To use positive and constructive feedback effectively to develop and motivate your team.

10. To liaise with the Marketing Manager to organise sales promotions and to actively communicate all such promotions to staff in order to increase sales and improve profitability.
11. To participate in the recruitment process as required: in particular, to interview applicants for operational positions and make selection decisions as required.
12. To monitor employees during their probationary period to ensure that their induction and training plans are carried out to the correct standards, and within agreed timescales.
13. To be familiar with Company policies regarding confidential information, computer use, data protection and cash & key security and to ensure that staff comply with these policies.
14. To deal with any customer complaints professionally and take appropriate action to resolve them; to refer any serious complaints or those beyond your level of authority to the General Manager immediately.
15. To carry out performance reviews with staff when required – at least annually.
16. To carry out disciplinary action when necessary, ensuring compliance with Company procedures and the relevant employment laws.
17. To ensure risk assessments are carried out as appropriate in your area of responsibility and reviewed periodically or when changes are introduced.
18. To ensure that regulations relevant to your area of responsibility are complied with at all times including licensing laws, fire regulations, food hygiene, health & safety, data protection, equal opportunities etc.
19. To ensure the correct procedures are followed concerning the reporting of accidents and near misses and that R.I.D.D.O.R. is complied with as appropriate.
20. To attend any training identified as appropriate to support your continuing personal development.
21. Duty Management shifts, and any other reasonable request by the General Manager.

**DECLARATION:**

*"I have read, understood and accept this job description"*

SIGNED: .....

DATE: .....

*(1 copy to member of staff, original to personal file)*

Review Date : November 2024