**Position Description**

**Position Information:**

General Manger

Property: The Avery

Employee Name:

Effective date:

Work hours: Generally, weekdays Mon-Fri, requires flexibility for occasional weekend and evening hours.

Reports to: Embarcadero Hospitality Group (Management Company)

**The purpose of the position:** The Avery Hotel GM is responsible for overseeing all aspects of hotel management, requiring exceptional commitment to the safety, security and well -being of all team members and guests and to the maximization of financial performance, guest satisfaction, and staff development. Further, the GM carries the vision, mission and values of ownership and implements all property-wide standard operating procedures.

The GM is responsible for the hiring, training, and positive motivation of all hotel staff; and responsible for coaching, discipline, and terminations, as needed, in consultation with the hotel management company. The GM establishes a tone of high expectations and high support for management and staff while representing and promoting the hotel and restaurant in the community.

The GM must be passionate about serving guests and staff, highly reliable, and able to respond to off-hours phone calls immediately, calmly, effectively and with good temperament; and be able to report to work as circumstances may require, unless out of the area or on vacation. The GM must be highly collaborative with the restaurant managers, as the food and beverage at The Avery are a significant driver of both revenue and the customer experience.

Primary Duties and Responsibilities:

* Performs the roles of ***Leader, Trainer,*** and ***Motivator***, modeling both genuine hospitality and high standards and thoroughness.
* Ensures that The Avery’s mission, policies, procedures and expectations regarding exceptional teamwork, customer service, maintenance and cleanliness are communicated, understood, achieved, and vigilantly maintained by hotel staff.
* Creates a positive work environment, that inspires ownership among staff, and establishes excellent communication, teamwork, efficiency, and consistency.
* Collaborates effectively with the restaurant management team to maximize revenues, operational efficiencies, and the customer experience for the entire property
* Responsible for the hiring, training, and development of staff as well as progressive discipline up to dismissal, in consultation with the Management Company.
* Monitors the performance of the hotel through verification and analysis of guest satisfaction and financial reports. Initiates corrective actions.
* Maintains product and service quality standardsby conducting ongoing evaluations and investigating complaints. Initiates corrective actions.
* Pursues aggressive sales and efficiency goals and motivates the staff toward achieving these goals.
* Adheres to The Avery’s accounting procedures
* Has a physical presence in the lobby each workday for a period especially during check in/out.
* Responds or coordinates the response to guest comments made online or via letters or phone calls promptly (within 2 days).
* Ensures attentive safety practicesto protect employees and guests, verifying the maintenance of all fire and life safety equipment and maintaining robust emergency and security procedures, including the formation and continuance of a safety committee.
* Upholds preventive maintenance programs to protect the physical assets of the hotel.
* Establishes with Management Company rate strategies and yield management systems
* Responsible with Management Company for annual budgets and for maintaining expenses.
* Maintains friendly, substantive community engagement and represents the property to clients, vendors, other hotels, and the community.
* Maintains compliance with all local laws, codes, and any license requirements.

**SUPERVISORY RESPONSIBILITIES**: Supervises all hotel employees. Carries out supervisory responsibilities in accordance with The Avery’s policies, training programs, and applicable laws. Responsibilities include recruiting, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

COMPUTER SKILLS:

*May use the following computer systems:*

* Microsoft Word
* Microsoft Excel
* Yield Management Systems programs
* Property Management System (PMS) programs
* Daily Revenue System (DRS) programs
* Central Reservation System programs
* Payroll programs
* Company-issued internet browser programs
* Company issued Email programs
* Channel Management and associate systems
* Familiarity with social media platforms

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee 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; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds. The employee must be able to see differences in widths and lengths of lines such as those on graphs. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

ENVIRONMENTAL CONDITIONS: *Inside*: Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside.

WORK ENVIRONMENT: Must be able to work effectively in a stressful environment, communicate well with others, effectively deal with guests, and accept constructive criticism from supervisors.

Employee Signature:

Manager Signature: