Rooms Division Position Fundamentals/Expectations:

1. Ensure staff are completing checklists
2. Ensure staff are doing shift reports – complete a summary report once a week
3. Complete property walk-arounds every day– identify and address issues
4. Ensure staff are doing walk arounds
5. Work with FD staff on engaging in idle activity tasks
6. One on one meetings with FD staff once a week
7. One on one with Sam and Mercy to relay key information – address issues
8. Ensure call arounds are happening and being logged
9. Role play and test FD staff on the basics of customer service:
   1. Checking in
   2. Checking out
   3. Reservations
   4. Requests to change a reservation
   5. Responding to customer complaints
   6. Handling common questions
   7. Handing and handing off sales calls
10. Make sure forms at front desk are accessible
11. Ensure organization behind the front desk – report/problem solve challenges that need to be resolved.
12. Communication with other management about events, projects, collaborations
13. Keep an eye on systems that need improvement
14. Coaching/discipline/guidance with staff
15. Managing HR (hiring, write ups, recognition, etc.)
16. Keeping an eye on sales, looking out at forecasts and yield management, looking for opportunities for improvement.