Position: Rooms Divisions Manager

Property: Independence Hotel

Employee Name:

Reports To: General manager

Effective date:

Work hours:

SUPERVISORY RESPONSIBILITIES: This position is responsible to supervises all Front Desk employees and housekeeping employees. Carries out supervisory responsibilities in accordance with the Company’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

Primary Duties and Responsibilities:

* Ensure staff are completing checklists
* Ensure staff are doing shift reports – complete a summary report once a week
* Responsible to have a physical present in the lobby each workday for a period, especially during check in/out.
* Complete property walk-arounds every day once or twice a shift – identify and address issues
* Ensure staff are doing walk arounds
* Performs each element of the Hotel’s current *Standard Operating* *Procedures* in a satisfactory manner.
* Work with FD staff on engaging in idle activity tasks- update idle time check-list
* Meet one on one with all front desk staff weekly for training and couching.
* Meet with GM, Sales and Housekeeping to supervisor weekly to relay key information and address issues
* Ensure call arounds are happening and being logged
* Schedule weekly meetings with all Front Desk staff to review updated/change in process and procedures on 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
* Make sure forms at front desk are accessible
* Maintain organization behind the front desk – report/problem solve challenges that need to be resolved.
* Communication with other management about events, projects, collaborations
* Evaluate and monitor systems that need improvement
* Keep an eye on sales, looking out at forecasts and yield management, looking for opportunities for improvement.

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: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

* 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: