



UNIVERSAL POSITION DESCRIPTION

HOTEL MANAGER ROOMS / EAM – ROOMS / DIRECTOR OF ROOMS DIVISION

UNIVERSAL POSITION SUMMARY

Job Title: EAM – Rooms / Director of Rooms / Hotel Manager Rooms

Position summary statement:

Responsibilities include directing, leading and managing the Hotel's Rooms Division operations, including but not limited to Front Line Guest Services, Housekeeping, Technical Services, Business Centre Operations and Executive floor (if available). The objective is the assurance of a seamless and efficient operations by providing quality service and product offerings.

Act as a central point of contact for operational activities, initiatives and standards between the operational teams and the Executive Committee. Work, communicate and cooperate with all other Business Units to achieve the overall hotel goals.

Provide strategy and planning to drive operations while delivering administrative support in the areas of manning, identifying and improving our associates' competencies in facilitating positive guest relationships towards creating memorable guest experiences before, during and after their stay.

Ensure quality and authenticity of offerings and service across all Divisional business units in order to consistently deliver memorable hotel experiences for all guests.

Primary Responsibilities:

Strategic planning and implementation

- Responsible for the development and implementation of the Rooms annual business plan and medium term strategies, as well as establishing key performance objectives and plans to ensure the hotel meets its business targets and drives sustainable, profitable growth.

- Responsible for the conceptual and operational design of Rooms Division experience concepts as required.

Operations Management

- Overall responsibility for all operational components of the division to ensure efficiency and effectiveness of operations.
- Drives high levels of guest satisfaction through the consistent execution of all brand standards, visible operational leadership, active trend analysis and hands-on interaction with guests and associates.
- Maintain & develop high standards of operations in Front Office, Concierge and Bell Services by ensuring all SOPs are relevant, up to date, trained effectively and operationally delivered.
- Create an operational environment of education and empowerment that energizes associates to focus on guest preferences and aspirations, allowing for the creation of memorable guest experiences
- Have a proven technology focus and an ability to simplify processes through the use of technology
- Continuous focus on Associate satisfaction and ensures continuous improvement action plans are executed effectively, and as needed, with a focus on a team and succession planning culture.
- Develop, implement & maintain a review and response programme for all Room section covering TripAdvisor and blogs relevant to Guest Services, with results discussed and necessary actions effected in weekly Rooms meetings
- Guide and attend Daily Operations meetings with the Rooms team to plan for immediate operational demands, manage daily and plan for operational challenges (manning), highlight VIP events and follow up on personal tasks and projects
- Have weekly one on one meetings with all operations managers and key personnel to support, strategize, plan and manage each the operation; coach and develop personal aspirations and goals; document and distribute minutes of each session on the day of meeting.
- Attend weekly one on one meeting with Hotel/Resident Manager to strategize, plan and manage the Rooms division and discuss personal aspirations and goals
- Ensure that all Associate teams adhere to service and product delivery as a well as standards with a view towards delivering memorable guest experiences.
- Compile, Interpret and Analyse the overall budget process for Rooms; including accurate forecasting and market segment analysis.
- Operate and Maintain the Selling Strategy Board and Monthly Target Board in liaison with the Revenue Manager/Director.

Human Capital Management and Development

- Plan, develop and grow the Reception/Concierge/Bell team - through leadership, mentorship and coaching to fuel the growth of the team and of the Front office capabilities.
- Champion programs toward professional certification for associates.
- Support the departmental Educator with departmental orientation, ensure that all new hires and existing associates are trained all tasks relevant to their positions.
- Collaborate with Human Capital team to ensure efficient and effective recruitment processes that lead to the employment and retention of Associates
- Collaborate with the Learning & Development team and the departmental Educator in the development of education plans to increase associates' knowledge and skills in service excellence.
- Lead and facilitate the performance review process for the division, adhering process schedule and follow up.
- Have a regular brainstorming sessions that includes all associates to create a flow of new and 'improved' ideas.
- Champion the reward and recognition of associates through the hotel's 'Power to Motivate' program.
- Guide the departmental Educator to ensure all Associates are educated and inspired to deliver consistently memorable service experiences for guests.

Service Standardization

- Understands role as champion of Our Vision, Purpose and Values in order to continue to develop and strive to deliver higher service standards than guest expectations among the incumbent and all associates.

Service Standardization

- Ensures active participation in planning, implementation and adherence to restaurants, bars and events brand standards, the development of the P&S Audit and other quality auditing mechanisms.
- He / She understand the role as standards mentor and continue to develop and strive to deliver higher service standards than guest expectations.

Other Responsibilities

- Providing advice and assistance on operational policies and procedures to all Associates and managers as required and proactively promoting a greater understanding of these throughout the organisation.
- Keeping up to date with national developments, best practices and innovative practices within the global hospitality industry for opportunities to improve efficiency and profitability for the property while delivering memorable hotel experiences.
- Recommending meaningful measures for analysing and reporting on operational activities.

- Any other duties of a comparable nature as may be required by the Executive Committee.
- Fostering a high level of camaraderie and high morale within the operational teams and associates.
- Uphold achievement of the financial and non-financial key performance indicators of the hotel.