

# The Ross

**Job Description: Duty Manager**

**Job Title:** Duty Manager

**Department:** Management

**Reports To:** Hotel Manager

## Main Purpose of the Role

To oversee the daily operations of the hotel, ensuring smooth functioning across departments and maintaining high standards of service and guest satisfaction as set by management.

## Key Responsibilities

### Operational Management

- Oversee daily hotel operations to ensure all departments are fully staffed and running efficiently.
- Conduct routine walk-throughs of the property to monitor operations and address any immediate needs.
- Assist departments as needed to maintain service quality.
- Verify daily cash floats, ensuring accuracy and adequate change supply for operations.
- Coordinate with each department on daily schedules, upcoming events, and special functions.
- Greet guests, proactively address their needs, and manage any requests or issues.
- Resolve guest complaints promptly and professionally.

### Safety and Quality Assurance

- Monitor health and safety protocols for guests and employees, ensuring a safe environment.
- Respond promptly to emergencies, following hotel procedures.
- Maintain high cleanliness standards throughout the hotel, conducting regular inspections.
- Ensure HACCP (Hazard Analysis and Critical Control Points) standards are upheld, especially in staff areas.

### Guest Relations and Sales

- Engage with prospective guests, providing tours and information to promote the hotel and its services.
- Support sales efforts by promoting the hotel's amenities and offerings to potential guests and event clients.
- Update guest profiles in the hotel's database, particularly for returning guests, to enhance personalized service.

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## Staff Management and Development

- Train, coach, and support staff, addressing performance as needed with constructive feedback and disciplinary actions where necessary.
- Conduct new employee inductions, ensuring records are accurately updated and maintained.
- Oversee rostering and scheduling to ensure optimal staff coverage and efficient operation.
- Perform regular performance appraisals to support employee development.

## Communication and Coordination

- Maintain effective communication with the Hotel Manager and General Manager on daily operations and challenges.
- Facilitate smooth communication between departments to foster teamwork and operational alignment.
- Attend department head meetings and any additional meetings as required.

## Additional Responsibilities

- Provide input on improving hotel services and facilities.
- Enforce hotel policies and procedures to maintain operational standards.
- Regularly inspect staff locker rooms, manage locker assignments, and maintain log records.
- Maintain a proactive approach to assigned tasks and projects, following through to completion.

## Other Duties

- Prepare staff rosters and manage schedules to balance operational needs and employee wellbeing.
- Lead staff inductions, continuous training, and enforce hotel standards.
- Handle any other reasonable duties as directed by hotel management to support operations.

## Working Hours:

As per the schedule provided, which may include evenings, weekends, and public holidays.

## Working Conditions:

This position involves standing, walking, and some lifting. The Ross Hotel offers a supportive environment, competitive compensation, and the opportunity to be part of a dynamic and professional team.