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# Example of Franchised General Manager Job Description

Our company is growing rapidly and is looking for a franchised general manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for franchised general manager

* Local market experience preferred
* Experience - Minimum 3 years General Manager experience required
* Managing People - Makes self available for staff members
* Create and maintain a positive proactive and reactive sales culture in the hotel
* Responsible for representation within the business community and hospitality industry that expose the hotel to opportunities and create a positive public image
* Assist in setting and delivering sales strategy and results through effective annual and quarterly marketing plans
* Promote 100% guest satisfaction throughout property
* Through subordinate managers, ensure that guest issues, complaints, and requests are handled and pro-actively resolve in a manner satisfactory to both the guest and the hotel and that all guests receive a courteous and efficient check-in and checkout experience
* Ensure that all Front Office Department team members follow all credit, accounting and revenue controlling procedures marketing information for Sales Department
* Stay readily available/approachable for all employees

## Qualifications for franchised general manager

* Communicates effectively with staff and ownership
* Overseeing all finance and accounting functions, including, but not limited to, accounts payable, accounts receivable, petty cash, payroll and ordering procedures, end of period, banking procedures
* We are looking for a Hotel Assistant General Manager/Guest Services Manager, who combines meticulous professionalism with a friendly, welcoming, and energetic personality
* Ensuring that service programs are in place and executed (e.g., Refreshing Business, Service Snapshots, Service So Memorable)
* Working with the Sales Revenue Teams to implement strategies for the property (e.g., goal setting, setting rates)
* Fairfield experience a plus