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# Example of Hotel Operations Manager Job Description

Our company is hiring for a hotel operations 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 hotel operations manager

* Maintains a working knowledge of the property, special events on and near property, in order to advise guests and employees of same, and assists whenever possible
* Develops SOP's and maintains a thorough and complete knowledge of all departmental and company procedures and assists in the administration of the hotel operations
* Handles all guest requests and issues in a prompt and courteous manner while communicating and coordinating with other dependent departments associated
* Monitors cashiering transactions and post charges to guest accounts while making adjustments and corrections as necessary
* Recommend new equipment and amenities to ensure safety and service objectives are met
* Assist with the monitoring and ordering of operating supplies to ensure proper control and that the needs are met for the department along with the ability to facilitate guests' needs, and maintenance of quality standards
* Assist with the evaluation and implementation of service and revenue programs such as up-sell incentives to promote quality and profitability in all areas of responsibility
* Ensure the communication of work standards and goals, and regularly evaluates departmental progress, revising standards and goals as needed while coordinating the efforts with the Hotel Operations trainer
* Assist with training, facilitation and coaching direct reports in understanding their jobs and providing clear expectations
* Facilitate the flow of information throughout the department, by assisting in organizing and presiding over daily pre-shifts, regularly scheduled meetings with all employees under his/her span of control

## Qualifications for hotel operations manager

* Provide exceptional service to guests and employees, while taking responsibility for guest relations as applicable
* Assist with the oversight of the Group arrival/departures including blocking, pre-key, satellite check-ins and attends Pre-Cons as requested by the Sales Team
* Able to develop and monitor all guest correspondence and guest recovery programs including telephonic, email and/or mailed comment cards
* Lead a team of 3-5 employees including performance metrics, accountability, coaching, and counseling
* Design, implement and document processes and controls for Merchant Accounts Payable Hotel and Car verticals
* Identify process-cycle errors through audit and/or review of procedures and recommend areas for improvement