Downloaded from <https://www.velvetjobs.com/job-descriptions/hotel-operations-manager>

# Example of Hotel Operations Manager Job Description

Our company is looking to fill the role of hotel operations manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for hotel operations manager

* Be fully aware of and adhere to Health and Safety and Fire procedures as laid down by the company
* Carry out Health and Safety training as required
* Ensure that the hotel is fully compliant with brand and company operating procedures
* Ensure that all documentation in relation to Health and Safety issues is maintained and up to date
* Control departmental payroll by ensuring the control of overtime, recruitment, casual labor, sickness, in line with company procedures
* Have a flexible approach to the hours you are required to work, understanding Early and Late Duty Management shifts are a key component of this role as are occasional night management cover shifts or inspections
* Deliver against guest expectations as evidenced by mystery shops and all forms of guest feedback
* Develop a cohesive and trained team who are able to provide superior guest service and maximize revenue
* Positively approach all sales opportunities in order to maximize hotel revenue to meet & exceed budget leading departmental incentives as approved
* Consistently improve results in H&S audits, and all other quality measurement tools

## Qualifications for hotel operations manager

* Understand Hotel Profit & Loss accounts providing support to departmental managers
* Deliver budgeted profit in all departments within responsibility through effective revenue gain and cost efficiency
* Take an active role in the annual budgeting process
* Maintain a high level of competitor awareness and local trends
* In partnership with Finance and Profit Protection, implement all necessary controls to ensure 100% revenue capture, minimize or eliminate opportunity for loss, damage or fraud with audit process to support
* Exceed targets within company set-out formal audits, including Health and Safety, HR, Finance and Control, Operations