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# Example of Hotel Operations Job Description

Our company is looking to fill the role of hotel operations. 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

* OValet/Bell
* OAnswering phones
* OCleaning of rooms/public area
* OAssistance as requested
* Ensure the operations staff, supervisors and management are properly trained to standards and properly equipped to execute day-to-day responsibilities
* Maintains and monitors occupancy data, and assists in maximizing room revenue through revenue/yield management
* Monitors upsell program to increase revenues
* Issues coaching/discipline as necessary to team members
* Issues reviews as needed based on position
* Ensure that All-Star Service Standards are consistently delivered to increase customer satisfaction throughout the property from arrival to departure

## Qualifications for hotel operations

* Must be available to work extended hours, nights, weekends and holidays
* Ten years of experience in hospitality management preferable cruise lines, hotels, resorts
* Five years of managerial experience as a Hotel Director or General Manager
* Work experience with a diverse multicultural work force preferred
* Previous exposure to worldwide operations a plus
* Bachelor degree from a hospitality college or university