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# Example of Hotel Operations Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of hotel operations. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for hotel operations

* Division Training Development Mgr (1)
* Ensures hotel leaders are driving increased levels of technology use (GEM, Colleague Advantage, Reimagining Check In, ) to positively impact NPS and supporting metrics
* Develops the global delivery of Guest Services and Operations across our fleet of 17 ships, including front desk, housekeeping operations, customer service, charters and groups in a global deployment environment
* Provides leadership direction for the transformation of Guest Operations’ personalized interactions through the enablement of the OCEAN platform and OCEAN Medallion
* Ensures that all product quality and service standards for all Guest Operations teams are properly communicated to the front-line teams and consistently delivered, leading to achieving and surpassing NPS targets and other guest satisfaction metrics
* Partners with senior management, direct reports, and business partners to seek, evaluate, test and implement new products & programs designed to generate revenue and enhance the guest experience
* Helps lead digital transformation and personalization efforts, together with our next gen platforms team, to drive improved ROI and our goal of individualized service delivery
* Proactively drives results in the financial and analytical reporting function for Guest Operations
* Leads regular meetings with business partners, team members and shipboard management to develop mid to long term strategic plan initiatives that will improved and enhance the guest experience and drive incremental demand and associated onboard revenue
* Partners with Hotel operations team to prepare thoughtful and timely analysis of all Hotel areas including financial modeling, labor optimization, market trends, cost per occupied room, and capital deployment

## Qualifications for hotel operations

* Knowledge of the GDS, hotel rate display, rate loading and RFP tools
* Comfort level with hotel and travel data bases
* Proficient in Mac hardware and applications
* Ability to work effectively with key individuals in the Global Travel Leadership Team, Finance and other business units
* Flexibility with travel and work day hours
* Must be referred to the position through Cultural Homestay International for Work & Travel program