



Example of Hotel Operations Manager Job Description

Powered by www.VelvetJobs.com

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