



# Example of House Manager Job Description

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Our growing company is searching for experienced candidates for the position of house 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 house manager

- Develop positive customer relationships, resulting in a high level of customer satisfaction
- MOD responsibilities to include effective proactive efforts and proper reactive resolutions with our guests, HANDS-ON TABLE TOUCHING (this is not a back office job), cash handling and deposits, and opening/closing checklists, etc...
- Provide in the moment coaching, on-going development/action plans and performance management for the assigned associates to support and foster exceptional performance resulting in a positive impact upon our guest's experience!!!
- Superior project and task management skills and professional conduct
- Support Inventory/Cost Control and mitigation programs at a site level to enhance profit by reducing waste and avoiding loss
- To constantly monitor and check the personal hygiene and appearance of all staff at all times ensuring that staff are trained to be respectful and disciplined towards colleagues, the hotel, equipment and materials
- To be responsible for implementing hygiene and cleaning plan that ensures all areas are cleaned on a day-to-day basis as required
- To ensure proper care for all furniture and fixtures within the back of house
- Provide staffing for Hart House events which are coordinated by the Office of Special Events & University Ceremonies and Development and Alumni Affairs and hosted by the President and his/her spouse
- Provide household assistance for the President and his or her spouse,

Manager will maintain an account of funds to cover related household expenses including supplies, and will provide quarterly expense reports

### Qualifications for house manager

- Be able to lift and carry up to 50 lbs, climb stairs, shovel decks, stand for long periods of time required
- Supervisory experience - strongly preferred (Front of House specific)
- Proven experience within a Front Office position within a 5\* environment
- Conversant with standard PC packages and computerised systems
- Experience in hotel operations
- Years of vacation ownership marketing experience required