# Days Hotel Guest Services Manager (Ops Manager/Asst GM) Job Description

Days Hotel Bournemouth

**Job Description**

**Job Title:** Guest Service Manager (Ops Manager/Assistant GM)

**Scope and purpose:** To be responsible for the day to day smooth and efficient running of the hotel, ensuring that guests receive good service, well presented food, drink and accommodation served efficiently in a pleasant relaxed atmosphere, in line with organisation standards, procedures and brand standards. To carry out management and administration duties to ensure the smooth and efficient running of the hotel in the long term.

**Duty Management General Duties**

**General Duties**

1. Greet and serve all guests in a friendly, professional and polite manner
2. Operate the computer/till systems ensuring service is smooth and efficient. Responsibility must be taken for any transaction you make and any mistakes corrected.
3. Adhere to the Health and Safety policy and Fire regulations at all times
4. Adhere at all times to Hotel Policies as set out in the staff Handbook
5. Attend training courses as and when required.
6. Ensure correct uniform and name badge is worn at all times.
7. Attend job chats and appraisals. Notice of these will be given in advance.
8. Ensure timesheets are completed and filled in accurately at the end of each shift.
9. Ensure good relations are kept between all colleagues, Managers and guests
10. Carry out any reasonable requests made by the HOD’s and Duty Managers
11. Do not work from heights or perform manual handling tasks unless full training has been completed.
12. Ensure all brand standards are followed at all times.

**Assistant GM Duties**

1. Ensure that all Duty Managers & HOD’s are running their departments smoothly and efficiently.
2. Answer all Trip Advisor reviews
3. Dealt with all Customer Care cases through My Portal within 3 days, with reference to the Directors.
4. Deal with all day to day operations of the hotel.
5. To attend a weekly meeting with the Directors about the current operations.
6. To attend a weekly meeting with the Directors, Sales and Conference to discuss future business and where it can be improved.
7. Carry out research of current and forthcoming legislation, that effect each department.
8. Ensure that eye for detail is key and that the hotel looks respectable at all times.
9. To ensure quarterly quality audits are maintained and uploaded on to the Wyndham Website.
10. Deal with all the day to day staffing issues and liaise with the Duty Management team to decide when new staff needs to be employed.
11. Ensure that staff training is done as and when needed.

**Operations**

1. Ensure function sheets are checked against agenda and interpret them and ensure conference and banqueting rooms are set up as per function sheets, in line with current Sop’s. Checking and correcting any errors.
2. Ensure attention to detail is paid to public areas and function rooms.
3. Deal with staff shortages; be able to deputies in any job role.
4. Supervise function or house restaurants as required.
5. Ensure kitchen is carrying out their checklists.
6. Ensure dispense is placed to par on each late shift.
7. Ensure bar tills are cashed up in line with till procedures.
8. Provide where necessary a wine service during the late shift.
9. Ensure yourself and your staffs personal appearance and uniform is in line with the standards laid down in the staff handbook.

**Management**

1. Be sensitive to wastages, breakages and revenue generation.
2. Know and sell hotel facilities.
3. Deal with complaints as necessary, completing relevant paperwork.
4. Be vigilant at all times with regard to security of the premises.
5. Think ahead to next shift and ensure Duty Management procedures are followed. Leave correct handover and DM cupboards, files, desks etc. tidy
6. Conduct appraisals for staff where required.
7. Ensure paperwork such as lateness forms, staff file notes are being completed where necessary.

**Staff Management**

1. Maintain staff welfare and morale, promoting fairness and equal treatment of all staff and management in line with staff handbook and policies of the Hotel, with particular attention paid to health and safety etc.
2. Ensure effective communication between all departments.
3. To create weekly rotas for all FOH staff including control of all holidays, requests and staffing levels. This must been done ensuring that we meet set budgets for labour.

**Management Support**

1. Maintain a documented system and good relations with other hotels for borrowing and returning stock/items to/from other hotels.
2. Ensure all key procedures are followed with any changes updated.
3. Update Duty Manager Sop’s as required.
4. Ensure that all required Department Health and Safety paperwork is completed and filed for future reference.

**Personal Development**

1. Regularly attend Management meetings, Health and Safety and Fire training and Development courses as requested.
2. Command respect through effective leadership, being in the right place at the right time as well as respect given to staff as well.
3. Continually seek to improve oneself, looking for training opportunities both internal and external to the organisation.
4. Attend appraisal interviews where required.

**General Duties**

1. Send away for repair any broken equipment. Forms need to be monitored and passed over to other DM’s.
2. Check staff toilets are being cleaned regularly.
3. Check on staff accommodation and check staff room being kept clean.
4. Carry out checks whilst on duty of the staff canteen and take appropriate action.
5. Ensure Brand standards are followed at all times.

**Fire Marshall**

1. Carry out standard assessments of bedrooms and public corridors.
2. Carry out specific assessments of all other areas within the hotel.
3. Review hotel policies for general fire prevention.
4. Carry out specific assessments for higher risk areas such as boiler rooms and high-risk equipment.
5. On a daily basis visually check prevention and evacuation equipment.
6. Ensure weekly fire alarm tests are carried out.
7. Carry out weekly emergency light tests.
8. Carry out research of current and forthcoming legislation, review of current policies and procedures to comply with such legislation.
9. Where necessary provide information to hotel guests on our policies.

**Secondary Duties – Liquor Management**

1. Achieve a gross profit of 68% or above, with all expected revenue from stock sold accounted for.
2. Ensure accurate and tight control on all beverage resource, promoting best practices to minimise errors that could result in loss of revenue i.e. Theft, short change, free drinks, poor transferring.
3. Ensure the smooth running of the bar department on a day to day basis.
4. Discuss with the Directors when it is time to change the bar prices ensuring all products meet the required GP% within reason.

**Food Management**

1. Work with the Head Chef to ensure gross profit targets are achieved.
2. Ensure all standards of food safety are adhered to at all times in the kitchen including stock rotation, product dating and temperature controls.
3. Assist with the creation and implementation of new menus for Table D’hote, lunches, banqueting and buffet styles of service.

**Suppliers and Delivery**

1. Seek most competitive prices from suppliers balancing delivery service, brand name products and cost. Declare all free stock, promotional items and gifts to the Director.
2. Keep an up to date file of all suppliers, products they sell and cost prices ex VAT
3. To be responsible for the ordering on a weekly basis and take into account any functions or groups that have pre ordered any liquor/wine. Place the orders with suppliers and keeping up to date with offer, promotions and ensuring the correct items are ordered.
4. To ensure all invoices are checked against the delivery notes, prices checked, signed and given to control.

**Liquor Stocktake and allowances**

1. To ensure all allowances are logged and processed through the system.
2. Count liquor stocks in the building on the 1st of each month and compile an accurate stock take report for the Directors, ensuring this is completed by the 5th of each month.
3. Compile Total Cost Price allowance sheet for Directors

**Wines**

1. Discuss with the Directors when it is time to change the current wine list.
2. Hold wine service training for all bar/restaurant and GSM’s to ensure everyone is working in the same way and providing high quality service.
3. To ensure Wine Lists are kept up to date and that we have plenty menus in good condition
4. Hold wine tasting sessions and ensure all new products meet the required GP%

**Health and Safety Officer**

1. Create new policies and review old ones in line with new and forthcoming legislation.
2. Carry out research of current and forthcoming legislation.
3. Carry out COSHH assessment and ensure heads of departments are training their staff in procedures.
4. Purchase and carry out training for personal protective equipment.
5. Where necessary provide information to hotel guests on our policies.

**Risk Assessment**

1. Carry out and review assessments for the kitchen and other departments.
2. Carry out and review assessments for high-risk areas and equipment.
3. Purchase, monitor and control measures for the assessments.
4. Carry out assessments for employees with specific needs.

**General Bar Management**

1. Ensure all bar staff are up trained in the bar operations and that they are up to date with any changes and memos issued.
2. Ensure all cleaning jobs are done throughout the month for each bar.
3. Ensure there is enough bar staff available for shifts to be covered.
4. Ensure that all bar regulations, weights and measure act are followed at all times.
5. Maintain the smooth running of the Bar department at all times.
6. Ensure all Bar SOPs are complete and up to date
7. Ensure all bar equipment is in good working order and advise the directors of breakdowns, replacements etc. required

**Name:** …………………………………………… **Signature:** …………………………………………….…

**Date:** …………………………………………….