# The Green House – Operations Manager

 

**Operations Manager**

**Job Description**

The Green House is a beautiful AA 4\* eco-friendly boutique hotel that lives, eats and breathes sustainability. Just minutes from the white sandy beaches of Bournemouth, this privately owned Grade II Victorian Villa has been extensively renovated with an investment in excess of £5m, to prove that luxury travel and eco-consciousness can co-exist. We are committed to sustaining an exceptional product coupled with exceptional service.

Arbor Restaurant holds 2 AA Rosettes and the Gold award for Dorset Tourism Eating Out. We offer well cooked, honest, uncomplicated but imaginative food. We are passionate about sourcing both classic and new ingredients, to create inspired seasonal menus. Arbor has a modern, informal atmosphere with seating for 40 covers. Our friendly and knowledgeable staff deliver unfussy service to accommodate simple dinners to weddings and private events. Arbor currently holds the highest rating from the Sustainable Restaurant Association, whilst the hotel is proud to be awarded the AA Eco Hotel of the Year 2013 and Considerate Hotel of the Year 2013 – 2014.

**Reporting line: General Manager**

**Green House Hotel Operations Manager:**

**Overview duties**

* Ensures the high standard of service provided for guests and the attainment of the hotels qualitative and quantitative targets
* Conveys the hotel's image and atmosphere through his / her exemplary attitude, warm and friendly welcome, availability and frequent presence in the field
* Manages and motivates the Reservation and Reception Team in order to improve sales and the quality of services
* Improves the Front of House departments results by increasing sales and the productivity of points of sale
* Oversees Food and Beverage department utilizing strong F&B experience
* Leads and brings life to Green House projects and drives the Green principles

**Customer relations**

* Ensures guests receive a warm and personalised welcome
* Enhances guest satisfaction
* Handles guest comments and complaints, ensuring follow-up
* Develops close relationships with guests to encourage loyalty

**Professional techniques / Production**

* Organises and supervises the preparation of points of sale according to activity forecasts
* Ensures that branding and principles are always applied
* Checks that sales materials are well presented
* Ensures we are reaching our SRA pledges
* Controls Rate Management and distribution channels
* Is respectful to all management and employees within the hotel and performs in a professional manner at all times

**Team management**

* Make sure that our offers and profiles are up to date on third party sites.
* Develops team spirit and motivation by creating a good working atmosphere
* Takes part in or validates recruitments
* Organises the welcome and integration of new employees
* Prepares or checks the work schedules, ensuring that they are consistent with activity forecasts
* Conducts annual performance appraisals and sets targets for the team
* Prepares the training plans in conjunction with the managers under his/her responsibility and follows them up
* Helps employees improve their skills and provides support for career development
* Applies labour legislation

**Commercial / Sales**

* Develops excellent relations with guests
* Prepares the commercial action plan for the department and ensures implementation
* Sets daily sales targets for the team
* Analyses guests' comments and shares them with the team
* Launches and deploys marketing initiatives in the local area in order to increase revenue
* Works in close collaboration with the sales department to ensure a high standard of service and satisfaction for meetings customers
* Knows the market and customer expectations
* Networks within the local Bournemouth Business Community
* Uses sense of creativity and innovation to facilitate commercial operations

**Management and administration**

* Ensures that management results are in line with the hotel's targets
* Respects procedures governing cash operations, administration and audits, in line with the Companys guidelines
* Adapts to productivity forecast as required
* Supervises purchasing, manages stocks and checks that authorized suppliers are being used
* Ensures that the equipment and cultural assets of the department remain in good condition and working order
* Checks inventories that have been carried out
* Attends and contributes in financial and Sales meetings