

## **Duty Manager**

### **Location:**

Holiday Inn Express, 106A University Street, Belfast, BT7 1HP

### **Department:**

Management

### **Reports to:**

General Manager / Assistant Manager / Manager on Duty

### **Hours of Work:**

40 hours per week

### **Rate of Pay:**

£9.00 per hour

### **Job Overview**

The Duty Manager will be responsible for consistently providing a hospitable, pro-active, engaging, knowledgeable and attentive service. You will ensure that selling and recommendation is in place. You will assist the team on the floor during meal periods and high demand times, playing a crucial part in the day-to day running of the food operations – working as part of the Management team, making sure the Restaurant and Kitchen run smoothly

Assist in covering the Front Desk, ensuring a high standard of customer care in this area at all times taking care of guests from their arrival through to their departure from the Hotel. You will contribute to guest satisfaction at all times by providing high quality services throughout a guest's stay

Promote the Hotel's facilities, including Food & Beverage, Accommodation and Conference facilities, and help meet the Department's targets

### **Duties and Responsibilities**

#### **Financial returns:**

- Assist in ensuring the Department meets all targets set by Senior Management
- Increase revenue by own sales efforts / promotions
- Optimise and develop the sales of dining areas
- Preparation within the Department for stock takes
- Co-ordinate and supervise the team in the Department and monitor stock Management

#### **People:**

- Running and Managing your team: work schedule, training new employees recruited together with the General Manager
- Develop team spirit and motivation by creating a good working atmosphere
- Manage and motivate the team in order to provide high quality services for guests
- Integrate, train and lead the Food & Beverage Team
- Ensure that high standards of presentation are maintained in every area of the Hotel and by all staff at all times

- Maintain a good working relationship with your colleagues, creating a team that works well together

**Guest experience:**

- Present a professional, friendly and efficient impression of the Hotel at all times
- Greeting and seating the customer: you help the customer choose their meal and wines and take their order
- Preparation of the Restaurant for Breakfast, Lunch and Dinner, and maintaining a pleasant atmosphere
- Ensure that all guests have a smooth running stay at the Hotel
- Ensure that all tasks relating to guest comfort, guest satisfaction or the impression the guest receives of the Hotel must be treated with utmost priority
- Be aware of guests' needs at all times, to make available knowledge and resources to meet those requirements

**Responsible business:**

- Implement Brand and Group projects and identify features
- Initiate new projects in communication with the General Manager, and oversee their implementation and results
- Attend any meeting and training session as required for the position
- Manage and report all emergencies and complaints using the procedures set by the Company
- Support General Manager in the application and implementation of all the Company's policies and procedures
- Support the General Manager in the application and implementation of all relevant legislation in any area of the Department
- Maintain vigilance regarding possible fraud, theft and potential security risks
- Be fully conversant with all facilities and services in the Hotel
- Be fully conversant with the responsibilities and duties of staff and Management in the Hotel

**Accountability**

This job involves working in Food & Beverage, Front Desk and Duty Management Areas. Hours of work will include evenings and weekends

**Qualifications and requirements**

**Essential:**

- Experience within a Duty Manager Role
- 5 GCSEs at Grade C and above to include Maths and English or equivalent qualification
- Proven experience of leading and directing others, while demonstrating a hands on approach

- Customer Service Experience
- Ability to meet deadlines, and work under pressure with the ability to motivate others within the Food & Beverage Team
- Good Communication and Organisational Skills

**Desirable:**

- Experience within the Hospitality Industry

**IHG Employee Benefits:**

Staff Rates Worldwide

Staff Room Rates start at £25 B&B

IHG Reward Club Incentive Scheme

50% Discount on Food & Drink

**Andras Hotels Employee Benefits:**

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

28 days Holidays

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

**The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job**