

Duty Manager

Location: Ibis City Centre, 100 Castle Street Belfast, BT1 1HF

Department: Management

Reports to: General Manager

Hours of Work: 40 hours per week

Rate of Pay: £9.50 per hour

Job Overview

Responsible for the smooth and efficient running of the Hotel, the well being of its guests and employees, and to protect the company from potential loss or damage, ensuring consistency of product and service

Duties and Responsibilities

Customer Relations:

- Provides a friendly and personalised welcome for guests
- Anticipates guests' needs and takes them into consideration
- Handle any guest complaints and remedy if possible
- Conveys the Hotel image
- Make contact with VIPs staying in the Hotel
- Make contact with guests whether resident or not and to make a report on feedback/complaints

Professional Techniques / Production:

- Assist in monitoring staff rosters to ensure appropriate cover for the levels of business
- Assist staff with training to the standards agreed
- Have complete knowledge of the running of every Department, and the duties performed by all staff
- Effectively communicate all relevant information to Management and other Departments promptly and accurately
- Maintain a good working relationship with all Departments
- Ensure that all staff report for duty on time, in the correct uniform and groomed to the agreed standards
- Be aware of all Departmental procedures
- Ensure all staff follow the Departmental procedures
- Resolve problems and complaints in an effective manner to the Hotels and guests' satisfaction or communicate the matter to Management
- Accurate record keeping in accordance with the Hotel procedures and policies
- Be fully aware of budgets and targets and take action where necessary
- Responsible for the co-ordination of all the Departments and to make periodic tours of all public areas

- Report any incident or drop in standards to the Head of that Department, to ensure corrective action is taken, and ensure it is logged in the Duty Managers handover book
- To enter main details of the shift in the Duty Manager's handover book

Commercial / Sales:

- Be aware of future business and ensure proper planning is in place to meet guest's expectations
- Promotes the Hotel's range of services in order to increase sales
- Encourages customer loyalty by promoting the Brand Loyalty Programme
- Ensure all sales are accurately recorded through agreed Hotel procedures
- Ensure all payments are received and recorded through the agreed Hotel procedures
- Investigate and report any inaccuracies in Reception banking
- Report any stock discrepancies to Management at the earliest point
- Minimise wastage

Management and Administration:

- Comply with all reasonable requests from Management
- Be aware of all Ibis Hotel Standards of Operations
- Ensure the safekeeping of Company property
- Rectify or report to Management any problems which may be detrimental to the Hotel's business or customer opinion of the Hotel
- Be responsible for the safe/change
- Any other duties requested by Management

Hygiene / Personal Safety / Environment:

- Comply with the Hotel Health & Safety policy and assist Management to comply with all legal Health & Safety requirements and report any breach of the policy
- Awareness of all emergency panels in Reception and evacuation procedures
- Responsible for security (in all aspects) by making regular floor checks of the Hotel
- Be aware of the emergency procedures, full knowledge of the fire manual, and to ensure that all staff and Supervisors are similarly aware
- Be responsible for the high level of cleanliness in your work environment

Accountability

This job involves working in Reception, Restaurant, Bar and some Kitchen duties. Hours will include evening and weekend shifts

Qualifications and requirements

Essential:

- Experience within a Duty Manager Role
- Supervisory or Managerial Experience
- Experience within the Hospitality Industry
- Good Communication Skills
- 5 GCSEs at grade C or above to include Maths and English or equivalent qualification
- Customer Care Experience



Desirable:

- Hospitality Diploma

Accor Employee Benefits:

30% Discount on Accommodation
Vouchers

Andras Hotels Employee Benefits:

Andras Academy – progression opportunities within the Andras Hotels Group
Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food
Holiday Entitlement
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

