

Assistant General Manager

More information about this job:

Overview:

General Summary:

The Assistant General Manager has overall responsibility for supervising the Front Desk, Executive Housekeeper, Chief Engineer and sales to ensure total guest satisfaction. Provide guidance and direction to all associates to ensure they are adhering to all hotel policies, standards, procedures and regulations. The ability to perform all front office and housekeeping functions both quickly and efficiently along with functioning as a technical department resource and providing training to new hires. Assist the General Manager in all areas to ensure smooth operations.

Responsibilities:

Principal Responsibilities:

- Manage the human resources in the hotel in order to attract, retain and motivate the team members; train, develop, empower, coach and counsel, conduct performance and salary reviews, resolve problems, provide open communication vehicles, discipline and terminate, as appropriate.
- Develop, recommend, implement and manage the departmental annual budget, business/marketing plan, forecasts and objectives to meet/exceed management expectations.
- Implement company programs (Franchise) and manage the operations of the department in a manner consistent with federal and state laws and regulations and company policies and procedures to ensure a high level of quality and customer satisfaction by exceeding expectations.
- Resolve customer complaints as appropriate to maintain a high level of customer satisfaction and quality.
- Implement emergency organization procedures and training through the management to ensure appropriate protection of hotel guests, staff and company assets.
- May assume the responsibilities of the General Manager in his/her absence.
- Perform special projects and other responsibilities as assigned.
- Participate in task force operations and committees as requested.
- Travel required to attend corporate training, meetings and other event as deemed necessary.
- Requires advanced knowledge of the principles and practices within the hotel's Discipline and Hospitality Profession. This includes experiential knowledge required for management of people and complex problems.
- Ability to study, analyze and interpret complex activities and/or information in order to improve new practices or develop new approaches.
- Ability to make decisions with only general policies and procedures available for guidance.
- Must possess communication skills in terms of the ability to negotiate, convince, sell, and influence professionals and/or hotel guests.
- Attends weekly staff meetings and sales strategy meetings when needed.
- Ensures all policies and procedures are in place to adhered to.
- Ensures that all team members are trained on technical and service aspects of their position.
- Establishes control systems for controllable costs and labor in order to effectively meet budget guidelines
- Ensures that all team members clearly understand their job roles, responsibilities, and performance expectations.
- Gives constructive feedback to team members to assist them in their overall job performance.
- Collaborates with managers, supervisors and hourly associates to develop and carry out ideas and procedures in order to continuously improve department performance around guest service scores.
- Ensures that plans and actions are in place to meet departmental goals.

- Ensures that plans and actions to meet departmental goals are communicated, understood, and met by managers, supervisors, and hourly associates.
- Ensures good communication between all departments and the front office to better serve our guests.
- Counsel's managers, supervisors and hourly associates on work related concerns and issues to ensure satisfaction and productivity.
- Daily and weekly preparation of departmental payroll.
- Efficient in managing departmental expenses and payroll as it relates to Profit & Loss statements.
- This position demands a flexible schedule. This individual must be available days/nights holidays/weekends based on the needs of the client and the hotel.

Additional Job Responsibilities:

- Understanding the operations of other departments: Sales, Housekeeping, Food & Beverage, and Engineering
- Ability to:
 1. Oversee the property accounting functions including but not limited to Accounts Payable and Receivable, house banks audits, and petty cash.
 2. Coordinate with corporate accounting department to oversee all payroll functions.
 3. Monitor and maintain the PMS, and call accounting, to ensure optimum performance.
 4. Serve on the hotel's safety committee.
 5. Create specific, measurable, achievable, realistic, and timely action plans to remedy guest service deficiencies.
 6. Understand, interprets, and explains all hotel SOP's and team member handbook.
 7. Organize and prioritize daily work; monitor progress against schedule and business demands; manage own time and time of the department.
 8. Express facts, ideas, and messages to others in a clear, concise, and organized manner that is easily understood.
 9. Successfully manage stress, anxiety, and pressure associated with tight deadlines, heavy workload, and hotel emergency situations.
 10. Anticipate the needs of guests; display an open, friendly, courteous, and approachable demeanor to guests; proactively engage guests to provide quality service; maintain a positive and enthusiastic attitude toward guest service.
 11. Clearly and effectively express ideas, facts, and messages verbally to others.
 12. Communicate goals; motivate and guide team members towards goal accomplishment; understand and provide clear explanation of job requirements and performance expectations;

Additional Details:

Job Available: Immediately

Bonus Plan: Yes

Work Permit Needed: Applicants who do not already have legal permission to work in the United States will not be considered.

Other: Healthcare, Dental, Vision

Accommodation: No

Management Position: Yes

Entry Level Position: No