

Assistant General Manager

Department

Administration

Job Summary

The person in this position is responsible for assisting in the overall management and operation of the hotel. Uses leadership skills to drive revenue, maximize profit and ensure quality. The Assistant General Manager should effectively manage assigned staff to ensure achievement of overall financial results, guest satisfaction and positive employee relations.

Duties and Responsibilities

Including, but not limited to:

1. Personally Delivers Exceptional Guest Service. Assists and responds to guests in a friendly and positive way, while providing the highest level of service to guests. Addresses guest needs and concerns in a proactive and effective manner. Sets a strong example for other associates through exemplary guest service. Works with hotel team to maintain guest satisfaction scores that meet brand standards. Receives and resolves or assists in resolving guest complaints and employee issues.
2. Works with sales team to ensure that the needs of negotiated accounts and groups are met. Communicates the needs of clients to appropriate hotel staff. Performs sales calls and property tours when necessary. Encourages Guest Service Associates to pass on leads and referrals to the Sales Team.
3. Manages expenses according to budgeted/forecasted guidelines to maximize hotel profitability. Responsible for effective labor management of assigned departments through appropriate scheduling and monitoring of payroll. Adjusts expenditures according to fluctuating business needs in a timely manner
4. Responsible for effectively interviewing, hiring, coaching and developing hotel associates in conjunction with the General Manager. Prepares and conducts annual employee reviews in a timely manner. Addresses performance issues accordingly and takes appropriate corrective action to hold employees accountable. Motivates hotel staff by setting goals, providing ongoing feedback and rewarding/recognizing employees
5. Performs functions of the General Manager in their absence.
6. Various other duties as assigned.

Supervisor

General Manager

I have read and understand my job description as stated above.

Signature of Employee

This is not an employment contract.

Date