

## **JOB DESCRIPTION**

Job Title:	DUTY MANAGER
Department:	FRONT OFFICE
Reports To:	RDM / FRONT OFFICE MANAGER

### **JOB DESCRIPTIONS**

1. Responsible for all activities of the Front Office as well as other activities relating to the effective and efficient operation of the hotel.
  2. Assists the FOM in organizing, directing and coordinating the activities of the Front Office, ensuring the smooth operation and proper administration of the department.
  3. Ensures that the staff adheres to all policy and procedures established by the hotel.
  4. Ensures effective communication with the Front Office and also with other departments.
  5. Handles guest complaints. Comments and ensures communication to the FOM/thereof.
  6. Must be thoroughly conversant with IFCA System.
  7. Must be familiar with Emergency Safety Procedures.
  8. Must be conversant with facilities and services available at the hotel and ensure staff knowledge of the above.
  9. Follows up in daily matters in the Front Office Daily Communication Logbook and other logbooks.
  10. Ensures that lobby area surrounding the Front Office is clean and presentable at all times.
  11. Attend regular Front Office briefings and disseminates relevant information to the Front Office staff.
  12. Ensures that all operating equipment within the department is in good working condition and regularly maintained.
  13. Ensures that the highest standard of guest service is maintained and recommends to the FOM any suggestions of improvement.
  14. Assume other duties assigned by the FOM from time to time to handles all department matters at his absence.
- 
1. Ensures complete stock of all office supplies i.e., vouchers. Folios, forms of request, printer paper.
  2. Supervises all operational matters whilst on shift and reports any relevant information to the FOM.
  3. Records all incidents during his shift, take action and follows-up, if necessary.

4. Updates all memos and information to enable the staff to understand clearly and correctly especially changes in policy and procedures.
5. Examine and approve rebates, pay outs, adjustments, and room discounts, etc. as per hotel policy.
6. Inspect all rooms reserved for VIPs prior to their arrival.
7. Greet VIPs upon their arrival, escort them to their room and extend explanation on room facilities as well as hotel's services and facilities.
8. Attend training sessions as requested.
9. To perform any other related duties that may be assigned by the superior

**Requirement**

1. Bachelor's degree in hospitality management, hotel management, business administration, or a related field is preferred.
2. Experience:
3. Substantial experience in hotel operations, front office management, or related roles, with at least 3-5 years of progressive experience in the hospitality industry. Previous supervisory or managerial experience is usually required.
4. Leadership Skills:
5. Strong leadership qualities with the ability to motivate, coach, and supervise a diverse team of staff members. Experience in staff training, performance management, and conflict resolution is beneficial.
6. Communication Skills:
7. Excellent verbal and written communication skills to effectively interact with guests, staff members, senior management, and other departments within the hotel.
8. Customer Focus:
9. A customer-centric approach with a keen focus on providing exceptional guest experiences, addressing guest concerns or complaints promptly and professionally.
10. Strong analytical and problem-solving skills to handle operational challenges, emergencies, and guest issues effectively while maintaining a calm and composed demeanor.
11. Excellent organizational and multitasking abilities to manage multiple tasks, schedules, and priorities in a fast-paced environment.
12. Proficiency in using hotel management software, point-of-sale (POS) systems, and other relevant technology to oversee operations, monitor performance metrics, and generate reports.
13. Collaborative attitude to work closely with various departments such as front office, housekeeping, F&B, maintenance, and sales to ensure seamless operations and guest satisfaction.
14. Willingness to work in rotating shifts, including nights, weekends, and holidays, as Duty Managers are often required to provide on-call support and oversee operations during non-standard hours.

**Acknowledgement**

.....  
 (Employee Signature)

Name:

Date: