



COMPANY:	Think Apartments
JOB TITLE:	Duty Manager
REPORTING TO:	Operations Manager/Front Office Manager
RESPONSIBLE FOR:	Duty Management Operations
KEY LIAISON:	Front Office employees Apartment guests Suppliers Contractors

SCOPE & MAIN PURPOSE

To take control and responsibility for the day-to-day smooth and efficient operation of Think Apartments, acting as communicator between departments, ensuring facilities are maintained to the standards required.

To be a point of contact for guests, contractors and suppliers in the event of query and to reach an outcome that all parties are happy with. Ensure all needs are met and dealt with professionally and appropriately in accordance with the values of Think Apartments and the company standards.

To develop Think Apartments business through proactive selling activities and the effective conversion of all suitable accommodation enquiries.

KEY OBJECTIVES

1. Assist all departments to ensure the smooth day-to-day running of Think Apartments as a whole.
2. Utilize personnel between all outlets to minimize payroll expenditure and ensure flexibility of the team.
3. Maximize the service opportunities for guests to ensure return visits.
4. Cover for Night Duty Management as required.

PRIME RESPONSIBILITIES

People

1. In the event of a guest being lost – personally take them to their place of destination.
2. Coach the front office and Reception team in such a manner that our guests receive an exceptional level of service and want to return.
3. To manage the consistent delivery of excellent customer service throughout Think Apartments, assisting departmental managers as needed.
4. To ensure that Think Apartments operates effectively on a day to day basis, in line with company and brand standards, and the appearance of the Think Apartments creates a professional impression to guests and employees.
5. To maintain and report on each shift in the required manner to ensure issues are communicated and resolved in the most appropriate manner.

6. To create a team environment which promotes good employee morale and ensures a high level of commitment and pride in the hotel.
7. Encourage the team to work flexibly, which will develop their knowledge and assist in the event of absence cover, and allow service standards to be maintained.
8. To produce and update a Duty Manager manual to assist when others are covering providing a consistent service.
9. Train all new Duty Managers on how to cover a shift in an effective manner.
10. Work with the Operations Manager to develop existing team members to the role of Duty Management allowing for continual improvement.
11. To assist in the implementation of a Standards of Procedures manual for front office.
12. Ensure each outlet works along the principles of IIP.
13. Support any training programs, including NVQ award.
14. To create a team environment that promotes good employee morale and pride in the department and Think Apartments.
15. Participate in guest activities that promote Think Apartments produce and its services.
16. To deal with any guest feedback as appropriate, recording and sharing information with relevant managers.
17. To co-ordinate the morning and daily operational meetings.
18. Act as the Duty Manager for Think Apartments when on shift.
19. Understand your role and responsibilities in terms of Think Apartments Health & Safety Policy.
20. To be aware of the departmental risk assessments and discuss with managers any reviews especially after an accident has occurred.
21. To ensure all relevant documentation has been completed in the event of an accident.
22. To conduct weekly Fire Tests in the absence of the Maintenance Manager and complete relevant records.
23. To co-ordinate all personnel in the event of a Fire Evacuation.
24. To ensure all relevant documentation has been completed in the event of a Fire Evacuation
25. To comply with statutory and legal requirements for fire, health and safety, hygiene, liquor licensing, disability and employments laws.
26. In the absence of the head of department deal with deliveries as necessary.
27. To anticipate guest's needs and provide service to the level they require.
28. To work flexibly to develop individual knowledge and improve development.
29. To assist in the event of absence cover, and allow service standards to be maintained.
30. To communicate professionally and effectively with staff and guest.
31. To have excellent personal presentation and adhere to the company standards of appearance at all times.

Profit

1. To positively approach all sales opportunities in order or maximize Think Apartment revenue to meet and exceed budgeted targets
2. Work to maximize revenue and minimize expenditure (ensuring all allowances are checked and approved)
3. To work with Reception and Accounts to ensure the accurate production of all bills.
4. To work with Reservations and Accounts to ensure the accurate production of all Group billing and account bill back to companies and third party agents.
5. To be aware of all necessary Front Office controls to ensure that revenue is accurately posted and collected.
6. To ensure Rate checks have been conducted from the previous night and Rate Codes as with Market codes are correct. This area must form part of the morning handover with the Night Manager.
7. Maintain a high level of competitor awareness and local trends.
8. To constantly improve product knowledge to maximize revenue and service provided.
9. To take a positive approach towards up selling and to confidently promote Think Apartments products.

Quality

1. Greet & room all VIP guests to Think Apartments
2. Liaise between all departments to ensure guest needs are met.
3. Ensure telephones are answered promptly and correctly to maximize business and minimize guest frustration.
4. To ensure that guest profiling systems are accurately maintained to ensure individual needs are recognized and adds value to the guest experience.
5. To coordinate all book out situations and ensure guest frustrations are kept to a bare minimum.
6. Once guests have been booked out every effort must be made to ensure guest return and profiles have been updated to ensure no re-occurrence for future stays.
7. To directly co-ordinate the activities of all outlets, thus ensuring high standards of cleanliness and service are maintained throughout in order to reflect the brand standards on all occasions
8. To suggest ways of further enhancing the above standards.
9. To ensure routine maintenance is carried out in your areas of responsibility, reporting any damage, wear and tear.
10. To spot check bedrooms, record and feedback to the Exec Housekeeper.
11. Ensure the team maintain the hotel, collect any litter, remove/report hazards
12. To ensure compliance throughout the department, with the Think brand and company operating standards.
13. To be fully conversant with the Think policy on:
 - I. Fire & Evacuation
 - II. Security procedures
 - III. Health & Safety policy
 - IV. Personnel & Training procedures
14. To serve guests in a friendly and professional manger
15. To take a responsible approach towards timekeeping and attendance at work to ensure the department runs efficiently at all times.
16. To have excellent personal presentation and adhere to the company standards of appearance at all times

PERSON SPECIFICATION

1. 2+ years experience in a front office specific role in a quality establishment essential
2. Experience in reception, nights operation and a knowledge of concierge services preferable
3. Experience of hotel opening preferable
4. Strong communication skills and good command of English language essential
5. Previous people management experience essential
6. Standards orientated with an eye for detail
7. Influencer at all levels and able to talk to guests from all walks of life
8. Able to take ownership for problems and make decisions
9. Previous experience in using PMS
10. Good knowledge of Reservations
11. Crisis management experience
12. Able to provide references as role demands utmost trust & honesty
13. Able to handle new projects without much support
14. Able to work 12 hour shift patterns of 4 days/nights on and 4 days/nights off or Shift pattern of 5 days on and 2 days off (working either early shift from 7.30am to 4.00pm; Late shift 2.30pm to 11.00pm; or night shift 11.00 – 7.30).