



JOB DESCRIPTION

POSITION: General Manager

(Exempt)

IMMEDIATE SUPERVISOR: Vice President Operations

JOB SUMMARY:

Under the direction of the Director of Operations, the General Manager is responsible to manage property operations on a day to day basis of a single property to assure optimum performance and continual improvement in the five Key Result Areas: guest service, employees, sales/marketing, property appearance, and profit/financial control. Coordinates, directs and manages the staff and everyday hotel operations to achieve profitability, guest satisfaction and efficiency while maintaining brand standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for maximizing revenues and flow through to GOP to meet or exceed budgeted EBITDA.
- Responsible for assisting in the preparation of property budget and forecasts.
- Manages labor standards and property level expenses to achieve maximum flow through to the bottom line profit.
- Explains and manages financial activities. Reconcile all financial accounts.
- Monitors collection of in-house guest balances and direct bill receivables, commission payments by vendors, and issuance of refund checks.
- Participates and monitors monthly inventory of supplies and equipment. Ensures purchases made are within budget and by approved vendors.
- Works with Director of Sales & Marketing to manage all sales activities of the property and meet revenue objectives.
- Activities include setting goals, completing competitive surveys, taking reservations and compiling reports.
- Make sales calls as outlined by the Sales Management Teams and/or the Operations Director.
- Identifies and seeks out potential business in local market. Maintains relationships with local companies and key people to increase the hotel's visibility within the local market.
- Coordinates and implements sales and marketing activities of the property.
- Ensures that all guest related issues are resolved in a manner consistent with the company's goals and objectives.
- Recruits qualified applicants. Trains employees in accordance with company/brand standards.
- Motivates and gives direction to all employees.
- Communicates all policies and procedures to entire staff. Conducts regular meetings to provide various information including company communications, policy reviews, local property activities, goals, etc.
- Adheres to federal, state and local laws employment related laws and regulations.
- Manages employee personnel forms, including hiring, performance evaluations, payroll and benefits related information, required Federal and State postings, etc.
- Conducts coaching/counseling sessions; performance evaluations; prepares performance improvement plans, disciplinary documentation; conducts terminations.
- Ensures that employee related issues are resolved in a manner consistent with company policies.

Initials / Date _____ / _____

- Mentors and develops Assistant General Manager; provides learning opportunities by assigning new tasks in all General Management responsibilities; evaluates AGM's strengths and weaknesses and provides training and on the job tasks to prepare AGM for GM opportunities.
- Performs duties in all aspects of hotel operations whenever needed.
- Inspects and documents repairs and cleanliness of property to ensure optimum upkeep and repair, room cleanliness and overall property appearance.

OTHER DUTIES & RESPONSIBILITIES:

- Serves as "Manager on Duty"
- Provides other relief or back-up duties as needed at the hotel including front desk coverage, housekeeping, and other duties to ensure the optimum operation of the property.

QUALIFICATIONS & REQUIREMENTS:

- Minimum three (3) years related hospitality management experience.
- A Bachelor's Degree in Hotel/Restaurant Management or Business is a plus (equivalent experience is acceptable).
- Ability to read and speak the English language and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one on one and small group situations to customers, clients, and other employees of the organization. Ability to effectively communicate professionally with guests, associates, supervisors, and others as required for optimum operation of the property. Conversational Spanish would be beneficial.
- Ability to organize multiple projects; manage and prioritize multiple tasks and meet deadlines.
- Basic knowledge of computers and software including ability to use e-mail, word processing, spreadsheet software and hotel management system.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; talk or hear; and taste or smell. The employee frequently is required to reach with hands and arms. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- The employee must be able to work at a minimum 40 hours per week at the property. Depending on business demands this individual make be asked to work additional hours and/or perform additional job responsibilities.

DRESS CODE: A professional appearance required. A uniform and nametag is required at all times.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED AND/OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

Employee Signature

Date

Supervisor Signature

Date