

POSITION DESCRIPTION

Position: General Manager, Royal Hotel Motel Tenterfield

Position objectives:

- To ensure the Royal Hotel Motel Tenterfield operates efficiently and is maintained to the highest standard, to exceed guest expectations and maximise profitability
- Take a hands-on management approach to develop, coach and monitor staff and their performance, maintaining strong team morale and effective training to ensure best practices by all employees
- To facilitate and drive a professional and dynamic team through all departments, delivering quality accommodation, food, beverage, function and customer services throughout the hotel / motel
- Oversee all areas of the hotel / motel providing strong leadership, excellent communication and drive to achieve maximum sales potential while managing all costs
- Act as an ambassador for the hotel / motel, Tenterfield region and New South Wales at all times
- To further improve the profitability of the hotel / motel by ensuring all departments are run efficiently, achieving revenue targets whilst maintaining budgeted expenses particularly wages and cost of goods

Principal Responsibilities:

General

- Oversee all operations at the property including but not limited to; profitability, performance, sales, employee management, training and development, rostering, stocktaking, procurement including preferred suppliers and financial reporting
- Establish and maintain effective and efficient recruitment, induction and training procedures in liaison with management
- Maintain high levels of customer service as expected by 1834 Hotels management and adhering to brand standards, on a daily basis, and identify areas of service improvement for the motel to implement change
- Provide strong leadership throughout service periods, ensuring all staff are working areas assigned and doing so in a professional, safe and efficient manner
- Possess a proficient knowledge of all hotel / motel operations and procedures
- Deliver strong and effective communication with all management and staff
- Demonstrate effective conflict resolution techniques
- Oversee and manage all operational issues as they arise
- Ensure accountability of all employees and management
- Ensure set procedures and checklists are implemented to create consistent practices
- Work within set budgets in relation to wage cost, cost of goods and general expenditure whilst delivering expected standards of service and presentation
- Monitor, implement and execute Work Health & Safety processes, procedures and policies
- Conduct periodic property inspections to ensure the property is being maintained to the highest level and identify service efficiencies or product improvements to follow up with 1834 Hotels management
- At the direction of the Chief Executive Officer, Director or executive team, work on refurbishment and upgrade projects around the motel including preparation of grant submissions and project management of any upgrade / refurbishment projects around the motel
- Comply and adhere to all of the motel's policies and procedures
- Comply with all work, health and safety policies and procedures
- Maintain a good working relationship with all employees throughout the motel
- Maintain all property in good working order

- Maintain a positive and professional attitude at all times
- Have working knowledge of budget targets and develop strategies to achieve set targets
- Maintain professional business confidentiality
- Follow Standard Operating Procedures (SOPs) and / or Safe Work Procedures (SWPs) for all areas of the motel at all times
- Ensure compliance of all legislative, governance and regulatory requirements are met at all times
- Any other duties directed by 1834 Management

Rooms Division

- Ensure set procedures and checklists are implemented to create consistent practices
- Ensure strong, regular and effective communication methods with front desk, reservation, maintenance and housekeeping departments
- Ensure VIP stays, famil groups and special requests are handled effectively
- Ensure the daily operations of the front desk, reservation and housekeeping departments are of a high standard
- Ensure a timely response to complaints in line with property policy and procedures
- Sound understanding of rate structures to ensure profitable outcomes
- Ensure strong yield management principles are implemented to maximise rates and occupancy
- Oversee front office to ensure the department is maintaining and developing existing and new online distribution channels to maximise exposure
- Lead in the development and implementation of a variety of packages/promotions to drive growth of accommodation facilities
- Thorough knowledge of all relevant accommodation systems and procedures via PMS, GDS, Channel Manager & Revenue Management software
- Possess a sound understanding of debtor accounts and accounts receivable and ensure all is accurate and processed
- Ensure adherence to brand standards, including the effective implementation of loyalty program if applicable

Sales, Marketing & Revenue

- Ensure all sales and marketing opportunities are maximised at the motel to exceed sales and revenue targets and that all employees understand their sales and marketing roles
- Develop methods and initiatives to increase all departmental revenue, in conjunction with 1834 Hotels management
- Instigate ideas to drive food, beverage & functions sales for the motel
- Positively and proactively market the property at all times
- Build strong relationships with key stakeholders, including team members, customers, potential clients and industry bodies
- In conjunction with management, design and create sales & marketing campaigns and opportunities for the motel
- Oversee the development and implementation of sales conversion targets for the property and provide guidance and support to achieve these targets
- Ensure that trends, developments, competitor activity and other patterns that may impact motel operations are investigated and procedures are in place to alleviate the loss of revenue
- Monitor all online distribution channels to effectively market the motel whilst maximising yield

Food & Beverage

- Effective management of the food and beverage department/s to ensure consistency and quality of product, delivery of superior service and appropriate rostering for serviceability and to meet wage costs targets in line with Angus & Co model
- Oversee the Head Chef and Food & Beverage team to ensure delivery of a quality Angus & Co product
- Manage and audit stock control procedures through POS to ensure that accurate stock reports are available on a monthly basis, and measures for stock control and implemented and adhered to
- Ensure responsible service of alcohol practices and Liquor Management Plan are adhered to at all times
- Ensure the Angus & Co bible, processes and procedures are followed and adhered to at all times

Maintenance

- Manage the maintenance requirements of the motel to ensure all public areas, rooms and recreational facilities are maintained to the highest standard at all times including regular inspection
- Ensure all maintenance related issues are resolved as soon as possible to minimise any loss of revenue opportunities
- Manage maintenance team and departments to ensure completion of cellar duties, maintenance of equipment, beer lines, stock rotation and control, as required

Financial Control, Purchasing & Reporting

- Monitoring of all financial transactions to ensure accuracy in all operations
- Monitor all monetary transactions to ensure no chance of misappropriation by any member of staff or the public
- Possess a sound understanding of debtor accounts and accounts receivable
- Comprehensive understanding of set monthly and annual budgets
- Oversee all purchasing for the motel as approved by 1834 Hotels management within set budgets, according to purchasing SOP and outlined purchase order system
- Submit all reporting requirements in required format within a timely manner, as requested by management
- Provide weekly and monthly reports to provide forecasts and a synopsis of performance to 1834 Hotels management, with analysis of results achieved and identifying further areas of improvement

Payroll & HR

- Overall management of all employees ensuring all company policies and guidelines are adhered to
- Management of on-site wage management tools
- Achieving budgeted wage percentages for all departments, and actively following up if not achieved
- Establish and maintain effective and efficient recruitment, induction and training processes
- Identify training and development opportunities for all employees
- Evaluate organisational structure to ensure effective resourcing and identify opportunities for implementing improved wage and service efficiencies
- Performance manage all employees, as required
- In conjunction with 1834 Hotels, develop and execute Standard Operating Procedures (SOPs) to ensure best practice in Human Resources operations is achieved
- In conjunction with 1834 Hotels, ensure that relationships are developed with hotel colleges, recruitment companies and HR industry personnel to ensure the very best reputation within the industry
- Ensure that all relevant documentation in Human Resources is kept up to date, professional and confidential

- Adherence to all relevant Industry Legislation including; Hospitality Industry General Award, National Employment Standards, Fair Work Act, WH&S policies and Policies & Procedures and food and hygiene regulations

Work Health & Safety

- Regularly review of all Work Health & Safety policies and procedures and ensure the property maintains compliance with legislation
- Ensure that all staff are working within a safe environment and understand their workplace roles and responsibilities
- Ensure the incident reporting process is followed at all times
- Report immediately any Work Health & Safety issues to 1834 Hotels management

Organisational Relationship:

- Reporting directly to 1834 Hotels – Chief Executive Officer
- Working closely with the 1834 Hotels executive team
- Management of all staff through effective leadership

Extent of Authority:

- Responsible for the efficient management of the motel, its grounds and all staff
- Authority and expectation to use your initiative in relation to all aspects of your role as outlined in the position description, in regular consultation with 1834 Hotels management
- Authority and expectation to use your initiative in relation to resolving customer issues and authorising refunds where appropriate
- Authority to commit to spending within budget and purchasing parameters

Performance Indicators:

- Performance will be measured upon the ability to consistently develop and drive a strong trade through to operating profit
- Good budgetary controls, timely and accurate reporting to management on request
- Presentation and punctuality
- Ability to create a cohesive work environment through positive reinforcement of expectations of the motel in regard to service
- Regular and effective training programmes / procedures
- Strong understanding of all aspects of business operations
- Strong analytical skills and financial acumen, efficient management of financial transactions and delegated projects
- High attention to detail, exceptional time management and ability to multi-task
- Detailed working knowledge of all relevant industry legislation including; Hospitality Industry General Award, Liquor compliance, Food Safety & Hygiene, National Employment Standards, Fair Work Act, WH&S Policies & Procedures and 1834 Hotels Policies & Procedures
- Commitment to providing quality customer service and continuous improvement in all areas of responsibility
- Flexibility to work over a 7-day roster to meet the needs of the business
- Commitment to a positive workplace at all times
- Commitment to managing and leading your team
- Effective communication skills both written and oral
- Quality, accuracy of work and timeliness in completion of tasks

Acceptance:

I have carefully read this Position Description. I confirm that I have the skills and experience required and accept this position.

Signature: _____

Date: ____/____/____

Name: _____

Date of Commencement: ____/____/____