



LAGOS CONTINENTAL

## **JOB DESCRIPTION**

|                             |                               |
|-----------------------------|-------------------------------|
| <b>Job Title:</b>           | <b>Duty Manager</b>           |
| <b>Department:</b>          | <b>Front Office</b>           |
| <b>Job Band:</b>            | <b>6</b>                      |
| <b>Reports to:</b>          | <b>Director of Rooms</b>      |
| <b>Position Supervised:</b> | <b>Front Office Personnel</b> |

### **Job Scope**

Under the general direction of the Director of Rooms or his/her delegate and within the limit of Hotel's policies and procedures, the Duty Manager is responsible for overseeing the hotel's operations for the day or night shift to ensure guest service standards are met and the hotel's assets are secured and protected.

### **Key Relationships**

Front Desk Personnel, Reservations, Housekeeping, Engineering, Guest Relations, Accounts, Food and Beverage, Laundry and liaise with all key departments.

### **Key Job Responsibilities:**

- Manages day or night operations of the Hotel; oversees the front desk and night audit functions in accordance with the hotel's rules and policies
- Reports directly to and communicates with the Front Office Manager on all pertinent matters affecting guest service and hotel operations.
- Cooperates, coordinates and communicates with other hotel departments as required.
- Resolves all guest complaints in a prompt and professional manner and in accordance with established service recovery guidelines to ensure guest satisfaction and repeat business.
- Conduct inspections of front of house and back of house during shift, including Front Office, Housekeeping, Lobby, Food and Beverage Outlets, Public Areas, Car Park.
- Ensures procedures are followed for security of monies, credit and financial transactions, and guest security Supervises and directs Reception personnel.



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- Supports and assists Front Office personnel and all departments at peak periods.
- Ensures VIPs and priority club guests receive special attention
- Assists Guest Relations in greeting, rooming, and sending off VIP guests.
- Monitors appropriate standards of conduct, uniform, hygiene, and appearance of staff.
- Provides input for Front Office meetings.
- Promotes inter-hotel sales and in-house facilities.
- Checks billing instructions and monitors guest credit ledger (over 20,000/- credit limit)
- Analyses and approves discounts and rebates.
- Analyses the rate variance report to ensure rooms' revenue control.
- Takes action with the Property Management Systems (PMS) in emergency situation.
- Ensures front line staffs comply with FIT marketing techniques and maximize sales.
- Communicate problems, resolved or unresolved to management at shift change over and document in electronic duty log.
- Documents and record all incidents involving guests or employees, or other relevant events, on the appropriate reports, e.g., Manager on Duty Report. Report any injuries to Loss Prevention in accordance with policies and procedures.
- May serve as "manager on duty" as required.
- Perform any other related duties and special projects as assigned.

### **Self Management**

Ensure Compliance to the following:

- Hotel rules and regulations
- Grooming and uniform standards.
- Timekeeping and attendance policies.



### **Customer Service**

Demonstrate service attributes in accordance with industry expectations and company standards to include:-

- Being attentive to guests.
- Accurately and promptly fulfilling guest requests.
- Understand and anticipate guest needs.
- Maintain a high level of knowledge which will enhance the guest experience.
- Demonstrate a service attitude that exceeds expectations.
- Take appropriate action to resolve guest complaints.
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.
- Be able to promote the hotel's products and services.
- Maintain a high level of product and service knowledge about hotels in the region

### **Health Safety & Security**

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Good Knowledge of emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager.

### **Background, Skills and Experience**

- A Bachelor's Degree or its equivalent in Hospitality Management or any related course.
- Minimum of 5 years' experience with at least 3 years' experience in a Supervisory and Leadership position in a 5 Star Hotel.
- Good Communication and Interpersonal Skills
- Ability to work under pressure and without Supervision
- He/she must be Detailed Oriented, show good problem solving skills and must be able to work effectively and efficiently in a team