

POSITION DESCRIPTION

JOB TITLE: Night Manager (Full-Time)

DEPARTMENT: Front Office

REPORTS TO: Director of Front Office

ESSENTIAL PURPOSE: To be responsible for all aspects of hotel operations during the evening shift with direct responsibility for the management of the Front Office departments. To oversee guest registration and check-out, reservations, PBX communications, various Front Office reports and check lists, housekeeping, restaurant, pool and beach, safety and security for all guests and employees. To serve as the Manager-On-Duty (MOD) during working hours on a flexible 5-day schedule.

ESSENTIAL DUTIES:

- To work closely with all departments to ensure that 4-star and 4-diamond standards are maintained at all times and to coordinate with department heads the resolution of departmental issues.
- To understand and respond to all guest needs and requests in a timely and professional manner.
- To hire, recruit, train, schedule, support, review, discipline and terminate employees directly accountable to his/her position, to maintain highest possible levels of employee morale and departmental productivity.
- To monitor overtime and manage labor to ensure that payroll costs stay within budgetary guidelines.
- To provide gracious and sincere customer service to all arriving hotel guests, including offering assistance of a bellperson; giving directions to guest rooms, restaurants, and other hotel facilities.
- To ensure the proper handling of guest check-ins by Front Desk staff, including welcoming guests, obtaining identification and establishing credit; accurately completing all necessary paperwork; accurately entering information into hotel computer system; and ensuring guest satisfaction with rooms and other arrangements.

- To diplomatically and effectively handle all guest complaints, referring to Director of Front Office or Assistant General Manager, if necessary.
- To be completely familiar with hotel emergency procedures, and provide calm reassuring assistance to guests and fellow employees in the event of an emergency.
- To participate in Surf & Sand Hotel's MOD program and attend hotel functions, as directed.
- To follow all specified procedures to correctly handle all cash, credit and gift certificates.
- To properly document personnel/payroll transactions, as directed, for processing in the Human Resources office.
- To maximize hotel revenue through salesmanship, status control, and maintenance of "yield management" system.
- To assist Security to enforce Surf & Sand Hotel's noise abatement policy.
- To periodically walk hotel grounds to assure cleanliness and safety.
- To ensure staff members assigned to Front Office functions are well trained and capable of handling all Front Desk assignments and to be available to assist the Front Desk, PBX, Concierge and Bell/Valet staff during busy periods.
- To ensure that the Front Desk checklist is accurately completed and that all pertinent reports are complete.
- To review Front Desk blocking of next day arrivals.
- To assist the Front Office Manager in controlling guest ledger balances.
- To control nightly inventory by resolving any room discrepancies, to take proactive measures regarding room types remaining for arrival, to set up and follow through on walk procedures when necessary, and to oversee no-shows and process information to pertinent departments.
- To review room audit reports for accuracy and to: (1) identify and label discounted and comp rooms in compliance with existing policy; (2) confirm that appropriate tracking codes correspond with each room rate and origin code; (3) conduct nightly audits on discounted room rates to ensure room rate control; (4) to correct inaccurate origin codes; and (5) correct and monitor room rates.
- To promote and comply with all policies and procedures of JC Resorts LLC.

- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To ensure safe work practices of all staff under his/her direction, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To conduct departmental safety training for all new employees under his/her direction, before they begin to work.
- To conduct regular departmental operations meetings, including monthly safety meetings.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: Bachelor's degree in Hotel or Business Management, or equivalent experience, required. English fluency required. Must have minimum three years experience in hotel front desk position, including one year in supervisory capacity. Must be computer literate and be proficient in WordPerfect and Lotus. Familiar with OSHA, SB198, local Department of Health regulations, and relevant current laws governing handling of hazardous substances.

SKILLS AND APTITUDES: Demonstrated ability to train staff and ensure luxury resort customer service. Strong written and verbal communication skills. Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Good team player. Customer service focus. Ability to effectively manage staff to maintain a high level of morale and productivity.

WORKING CONDITIONS: Works indoors throughout shift, in temperature-controlled, clean, and well-lighted office and Front Desk area. Bi-level structures. Extensive facility.

PHYSICAL DEMANDS: Stands/walks short to long distances approximately 60% of shift. Sits at desk or in meetings approximately 40% of shift. Moderate use of phones, daily. Uses personal computer approximately 45% of shift. Frequent use of stairs, daily. Must be flexible to work long, sometimes irregular hours. Must be able to work well under pressure.

IMPACT OF DECISION: Decisions directly impact business levels, customer service, and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, lack of follow through, ineffective management of staff, unsafe work practices, or improperly handled customer service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

EXEMPT POSITION: Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____

Supervisor signature
Date: _____