



## General Manager

### Department

Executive Office

**Supervisor:** Crown Hotel and Travel Management President/CEO

### Primary Objective

To supervise the operation of the Inn as efficiently as possible. To hire and or train a qualified staff to produce the highest volume of sales and affect the greatest profit while maintaining a high degree of public satisfaction, confidence and prestige in the service and quality of the hotel. To follow Hotel policies and procedures. To remain competitive in every area and to produce and achieve budgetary goals. To maintain a high employee morale.

To supervise and participate in the operations of the hotel in order to achieve the desired sales and profit goals. To deal with guests, potential guests, and community leaders. To maintain the highest ethical standards of operation and quality of services and facilities for the hotel. To ensure good working relationship with the Food and Beverage Department by overseeing and guiding the staff through open communications and at times "hands on" participation.

### Duties and Responsibilities

1. **Budget Management**- Assists in developing operating budgets.
2. **Sales**- Sell potential guests both within the hotel and outside the hotel. Meets and greets convention officers and other VIP's.
3. **Maintenance of Quality Standards** for proper guestroom cleanliness, function room set up and public room set-ups; maintenance of all facilities, service and employee performance. Is required to inspect at least 30 rooms per week.
4. **Operations Analysis and Department Head Supervision**- Analyzes operations and meets with department heads to review the operations and receive their suggestions.
5. **Develops Department Heads** - Selects and trains department heads and keeps them informed of company policies; observes their performance. Delegates responsibilities, holds them responsible for standards set forth by Hotel, assists them in improving their level of performance.
6. **Employee Relations** - Works with department heads and employees directly and counsels employees when necessary. Establishes programs to improve employee morale and motivation. Delegates work responsibilities in order to best utilize all personnel.
7. **Forecast and Planning** - Participates and directs scheduled internal meetings regarding sales, forecasting, quality control, safety, etc.

8. **Reports-** Prepares all reports on a timely basis. Analyzes and states strategies to improve..
9. **Hotel Building Improvements** - Prepares required capital improvements list annually.
10. **Staffing** - Studies and analyzes employee work assignments from which staffing guides are established and approved. Maintains daily check on payroll performance and takes affirmative action to correct high payroll costs. Approves all overtime, both before and after in the case of an emergency or unscheduled requirement.
11. **Controls Other Expenses** - Checks controls and approves all other hotel expenses.
12. **Safety and Sanitation** - Inspects the property and implements action to ensure the safety and comfort from fire, injury, or illness due to unsafe or unsanitary conditions.
13. **Authorization of Requisitions and Checks** - Approves requisitions for purchases of all items other than food and beverage..
14. **Competition** - Obtains current, competitive rate information.
15. **Home Office Communications-** Reviews all significant items with Regional Manager or other home office executives for information purposes, policy decisions, or assistance requests.

## Requirements

Must be able to favorably represent Hotel to the guests and the community. Operational knowledge of all phases of the hotel; special knowledge of budget and accounting; sales procedure, proper selection, development and motivation of personnel skills. Those having a CHA designation will be given preferred consideration

1. **Employee Relations** - Responsible for maintaining high employee morale and a well trained, highly qualified staff.
2. **Materials and Products** - Directly or indirectly responsible for all products, inventory, and consumable items used in the Inn and the proper preparation and use consistent with the Inn's cost objectives.
3. **Equipment**-Direct and indirect responsibility for all Inn equipment, building, and furnishings.
4. **Money**- Directly and indirectly responsible for all revenues and accounts receivable.

## Acknowledgement

As an employee of Crown Hotel and Travel Management, I acknowledge that I have accepted the position outlined in the above job description. Any violations may be considered grounds for disciplinary action up to and including suspension, pending investigation, and possible termination.

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Print Name (Employee)

\_\_\_\_\_  
Signature (Employee)

\_\_\_\_\_  
Date

\_\_\_\_\_  
FOM/General Manager

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date