



HOTELS &
APARTMENTS

Rooms Division Manager Position Description



M SUITES

PURPOSE

Consistently, through directive leadership and a disciplined approach, achieve the successful operation of the Front Office Team in all areas of service, training, development and product innovation, as well as working closely with housekeeping and maintenance to ensure seamless daily operations, whilst achieving full accountability for the financial and service performance of the rooms division.

POSITION OBJECTIVES

- **CONSISTENT CUSTOMER SERVICE LEVELS** – Strong and consistent management of the team to ensure consistent levels of service and product are delivered through excellence.
- **TRAINING & DEVELOPMENT** – Consistent approach to support, train and develop staff.
- **LEADERSHIP** – Through directive leadership maintain a culture of empowerment and accountability within the team to ensure the company vision and values are achieved.
- **APPROACH TO CONTINUOUS IMPROVEMENT** – Through constant monitoring of product and service levels.
- **INITIATIVE** – Contribute to the senior team through initiative and balanced judgment to ensure continuous growth of the Front Office Department and daily hotel operations.
- **COMMUNICATION** – Effective communication skills incorporating a collaborative, professional and empathetic approach with internal and external stake holders.
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff and external sources.
- **ANTICIPATORY SERVICE** – Instil a culture of identifying and servicing customers' needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty

KEY RESPONSIBILITIES

People Management

LEADERSHIP & DIRECTION –

- Effectively provide strong professional leadership and direction to the Front Office team through candid feedback and leading by example.
- Conduct regular department meetings with all team members, providing an environment of sharing and open discussion.
- Encourage a culture of recognition and accountability to company vision and values, by acknowledge of positive and negative guest feedback and participation in MH Vision and Value Award programs

COMMUNICATION & COLLABORATION –

- Ensure highly effective, regular and professional communication with key stakeholders (detailed under organisational relationships) is occurring at all times.
- Support and assist Executive Housekeeper and Maintenance Resources as required to ensure seamless daily operations of the hotel.
- Provide support to the Hotel Manager as required

DEVELOPMENT –

- Provide consistent development to all Front Office team members through:
 - A strong focus and accountability toward hard and soft skill service training,
 - Conduct regular performance appraisals with all team members,
 - Ensure regular department meetings occur to allow for increased product knowledge.
 - When necessary conduct performance counselling consistently and fairly utilising the in-house EMS program on all occasions.
 - Ensure all recruitment decisions making is in line with the company's Vision and Values.

People Management

CONSISTENT DELIVERY OF SERVICE –

- Consistently work alongside Front Office and Reservations team providing supervision with a primary focus on exceptional and consistent delivery of products and service levels.

CUSTOMER LOYALTY –

- Ensure training and implementation of early guest recognition, anticipatory service and a consistent service standard is offered to our guests by all Front Office team members.
- Display a disciplined approach to guest reviews, responding with the highest of priorities and sharing both positive and negative accordingly with the team and also management.

ACCOUNTABILITY, INITIATIVE & FLEXIBILITY –

- Display and create a culture of accountability for and within the Front Office Department leading by example at all times. A flexible approach is required based on the demands of the Front Office department.

Administration

OPERATIONAL SYSTEMS & PROCEDURES –

- Implement and monitor systems and procedures within the Front Office team, identifying and applying a disciplined approach to providing training when opportunities present or are required.
- Ensure Operational Manuals are updated as required with a review at least once per year.

FINANCIAL & EOM REPORTING –

- Ensure weekly time and attendance for the department is managed accurately and in a timely manner.
- Conduct 6-monthly review of Incidental pricing against competitor set, review margins and propose changes to management accordingly.
- Debtors – Ensure regular monitoring of age debts in line with KPI objectives and display a focus towards minimizing bad debts.

Administration

- Interim Accounts – Display a focus toward minimising all in-house balances specifically in line with KPI objectives
- Bank Reconciliation – Ensure accurate, thorough and timely reporting of daily banking and EOM reconciliation reports.
- Agent Commissions - Create a disciplined approach to accurate application of nett and gross rates at time of reservation, ensuring EOM invoices are reviewed and adjusted accordingly prior to being sent to Accounts for payment.

Business Growth

CONTINUOUS IMPROVEMENT APPROACH –

- Display and create of culture of continued focus on maintaining venue presentation, maintenance and upkeep of the property to the highest level
- Identify and communicate to management, opportunities to improve the product for sustained customer satisfaction.

SALES –

- Through a consistent focus on increasing room rate, occupancy levels and incidental sales achieve total sales growth year on year, working toward the company's BHAG target of exceeding 3% growth.

EXPENSES –

- Maintain labour costs through effective rostering and labour management in line with changing requirements, and display accountability for financial reporting requirements to accounts and senior management on a regular basis.

SKILLS**EXPERIENCE****QUALIFICATIONS****KNOWLEDGE****Required**

- Strong leadership qualities
- Proven training and development of a successful team
- Effective communication skills incorporating a collaborative approach
- Proven management experience and/or people management
- Industry experience in a similar role or position
- High level of accuracy and attention to detail when delivering products and services
- Exceptional time management skills with proven experience to establish priorities, organise workloads and ensure deadlines are met
- Flexibility to work the required shifts and the ability to step in and assist where necessary.
- An attitude of professionalism at all times
- Consistent approach to self-development and ability to address and implement continual improvement within the team
- Current driver's license
- A shared passion and responsibility towards our groups vision and values

Highly desirable

- Proven experience in a similar role within a 4 or 5 star environment
- Proven supervisory and/or people management experience
- Experience using Opera PMS, Site Minder and POS applications

VALUES

Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -

- Passion for our brand, products, staff, guests and industry
- Professionalism at all times
- Commitment to quality customer service standards and values
- Respect and value of each and every team member across our group
- High level of communication skills characterised by patience, clarity and empathy at a personal, written and telephone level
- Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
- High level of interpersonal skills
- An attitude to work within Workplace Health and Safety requirements

**ORGANISATIONAL
RELATIONSHIPS**

- Report directly to the Hotel Manager
- Accountable for all Front Office resources, including:
 - Duty Managers
 - Guest Service Agents
 - Night Auditors and Night Houseperson
- Working as required with:
 - Department heads across the Majestic Roof Garden Hotel
 - Yield and Reservations Manager
 - Sales and Marketing Department
 - Department heads across all Majestic Hotels sites
 - Group Maintenance
 - Human Resources
 - Accounts
 - Payroll

VISION STATEMENT

“our purpose as a company”

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

VALUE STATEMENT

“what we stand for as a company”

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!

I have read and understood the requirements of the role as outlined in this position description.

Employee Name

Employee Signature

Date