



TITLE : **Duty Manager**
DEPARTMENT : **Front Office**
REPORTS TO : **Front Office Manager**

JOB SCOPE:

- Oversee the front desk operations and safety of guests.
- Overseeing daily operations, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment for employees.
- Will ensure all operations flow smoothly and help meet the company goals.

General Responsibilities:

- Demonstrates pride in the workplace with a high level of commitment towards achieving organizational objectives.
- Consistently treats all Guests and colleagues in a polite, helpful and courteous manner
- Have in-depth knowledge of our product and competitors
- Communicate well to ensure effective shift handover
- Actively participate in organized meetings
- Interact with department and resort staff in a professional and positive manner to foster good rapport, promote team spirit and ensure effective two-way communication

Specific Responsibilities:

- To have complete knowledge of the operational systems at Front Office, reservations, etc.
- To have complete knowledge of standard operating policies and procedures
- Meets all guests on their arrival in the Front Desk
- Aware of all arrivals and departures of Rosetta Club Members, FIT, groups and especially VIP guests and special attention guests
- Coordinate with Reservations, regarding group check-in, cancellation reservation on hand, etc.
- Authorize and coordinate Rosetta Club Member & VIP standards
- Daily check for any late arrivals and pending departures and coordinate with guests
- Ensure all credit adjustments and rebates are correctly accounted and recorded
- Ensure all master folios are checked before the end of the shift
- Prepare necessary room voucher and other information for following day's business



- Ensure night audit streams are administrated efficiently and correctly according to resorts procedure and policy
- Ensure room keys are checked and secure. Maintain the departmental logbook.
- Develop and maintain an excellent rapport with guests
- Maintain and controls the use of left luggage room to ensure complete accuracy
- Briefs associates with all resort events, facilities and services and ensures they can provide this information to guests
- Coordinate with operators and ensure all incoming calls and inquiries are handled promptly
- Ensures guests luggage, letters and messages are delivered and collected as required
- Oversees the lobby area, reporting defects i.e. cleanliness, furniture, flower/plants, etc.
- Represent the management especially during the night time as the Manager on Duty
- Is trained to handle emergencies like Fire, Bomb Threat, Flood, etc.
- Responsible for in-room Deposit Box and Safe Deposit at the Front Desk
- Handle other duties given by the Front Office Manager
- Coordinate with Travel Desk to ensure the transportation bookings are handled correctly
- Check Front Office staff grooming on a daily basis
- Attend Morning Briefing in the absence of Front Office Manager
- Maintains manning productivity, ensuring smooth operations based on forecasted occupancy
- Identifies staff training requirements and service improvements areas
- Supervises and guides all staff to ensure that the resort's policies and procedures are adhered to
- Creates a positive & highly motivated environment that promotes & develops teamwork
- Promptly and actively obtains feedback from guests and inform the relevant departments the actions taken to rectify the feedback and to ensure the guest's satisfaction
- Responsible for achieving a score of 90% in RENARD audit for Front Office and Club Rosetta operations and take necessary action for the shortcomings for standard compliance
- In all incidents, provides management and department heads with reports and takes action to avoid repetition of any incidents, accidents, theft, and complaints



JOB SPECIFICATION

Knowledge & Skills	Disposition /Personality
Hotel Management degree/diploma holder with at least 5 years of experience in a 5-Star hotel	Able to work independently
Computer literate/familiarity with the office machines	Determined & Enthusiastic
Excellent communication & telephonic skills	Team Worker
Strong working relationships (internal/external)	Reliable & Self-motivated
Proven experience as a Lobby manager, Diploma or BSc/BA in Hospitality Management is preferred	Willing and able to work unsocial hours on occasions to complete tasks or to attend company meetings
Ability to perform effectively when there are pressure peaks	Customer-oriented and professional attitude