

**JOB DESCRIPTION FOR DUTY MANAGER
MAY 2022**

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

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| Job title | Duty Manager |
| Band | B3 |
| Team | Operations |
| Purpose of role | <p>To lead operations across each venue, driving and coordinating all daily business operational standards to ensure consistent customer service excellence.</p> <p>You must lead from the front, motivating, training and support recruiting the highest level of team members and building relationships with hotel guests. The Duty Manager must support continuous improvement and that it is embedded into the day to day running of the operation. The role will focus on delivering a high quality, memorable service, enhancing the offering being flexible with all customer types daily.</p> |
| Reports to | Venue Operations Manager |
| Manages | The day-to-day operation |
| Main duties | <ul style="list-style-type: none"> • Lead on all day-to-day operations within budgeted guidelines and to the highest standards ensuring quality and guest service quality within the venue. • Establish effective day to day business relationships with the operations teams and take a proactive approach to the requirements of other departments. • Help ensure excellent communication exists within the Front of House team as well as between the team and other departments • Identify customer needs and respond proactively to all their concerns • Identify revenue opportunities and execute daily. • Provide inspirational, motivational support to all team members • Deliver targets, KPI's, schedules, policies, and procedures to company standard. • Understand customer feedback and all guest issues are resolved effectively, and continual improvement implemented |

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| | <ul style="list-style-type: none"> • Support and supervise the operational team, deputising for Managers when needed. • To support and be present in departments at key times. • Make sure that the operational team is fully compliant with licencing regulations, Health and Safety policies, Food Hygiene, COSHH and Fire regulations. |
| People skills | <ul style="list-style-type: none"> • Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs • Strong communication skills. Ability to communicate effectively and listen to guests and team members • Good judgement skills to determine reactions and responses and to make sound decisions • Honesty to be able to build trust with hotel guests and team members • Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation. • Lead by example to motivate your team and help those around you do their best. |
| Technical skills | <ul style="list-style-type: none"> • Experience in supervising a food and beverage, Conference and events meeting operation or managing a full-service food and beverage events space / operation • Good knowledge and functionality of all hotel departments, operations • Experience of managing staff effectively over multiple sites and maximising resource • Experience of motivating, training, and developing a high-performance team. • knowledge of property management systems, visual and IT systems for conference and hotel guests |
| Qualifications | <ul style="list-style-type: none"> • Experience supervising, managing a busy hospitality operation |

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date