

## JOB DESCRIPTION FOR NIGHT DUTY MANAGER MAY 2024

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.

Job title	<b>Night Duty Manager</b>
Band	B3
Team	Operations
Purpose of role	<p>As a Night Duty Manager at Imago Venues, you must be friendly and engaging with all our guests. The focus must be on delivering quality and exceptional customer service for every guest arriving, departing and staying in the hotel and keeping our guests and premises safe throughout the night.</p> <p>To ensure all hotel night duties and services are performed to the highest standard, ensure a high level of health and safety, customer care, quality and cost control. You will be the Duty Manager in charge of the hotel throughout your shift having full responsibility of the operation.</p> <p>The role will require the following of company standards while being flexible with all guest requests. Delivering a seamless high quality, positive, friendly and engaging environment is essential. To be a fully committed ambassador of Imago venues by driving our six key company values and championing our people and planet philosophies</p> <p>As an Imago team member you will ensure you follow our three golden rules at all times.</p> <ol style="list-style-type: none"> <li>1. Say hello to every guest and team member</li> <li>2. Never walk past a bad standard</li> <li>3. Never say no</li> </ol>
Reports to	Venue Operations Manager
Manages	N/A
Main duties	<ul style="list-style-type: none"> <li>• To provide security cover and to deal with any emergency issues which may arise during the night and maintain communication with the University Security Guards during the night shift where needed.</li> <li>• To ensure all Health and Safety procedures are adhered to, report any issues you find immediately to management and be aware of all relevant emergency and evacuation procedures.</li> <li>• Provide an exceptional guest experience during any interaction with all guests within the venue, face to face, phone, or email and say hello and goodbye to every guest coming through reception.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify customer needs and respond proactively to all their concerns / requests. Be comfortable and knowledgeable of how to deal with guest complaints and what we can do to recover the complaint</li> <li>• Collaborate with the Duty Manager and / or other team members to receive a full handover and provide a full, informative handover between shifts, include issues raised and dealt with and any unfinished tasks at the end of your shift.</li> <li>• Ensure that GDPR compliance is always followed including face to face, emails &amp; checking in and ensure that all company standards and procedures are followed as per Imago's policies</li> <li>• To ensure all financial and admin requirements are completed within the shift as per the shift checklist.</li> <li>• Support other departments and venues when needed to provide a world class business that consistently delivers fabulous meeting, dining and sleep including preparation of light snacks such as sandwiches, must be made in line with current food safety regulation, set up meeting rooms as required for conferences and functions</li> <li>• Make sure all public areas including bar, restaurant, conference corridors, delegate lounge, reception area, the Street and business lounge are cleaned and ready for the next days business. Check public toilets for cleanliness and readiness for the next day</li> <li>• Ensure you wear full company uniform at all times.</li> <li>• Other duties and responsibilities appropriate to the level of this post.</li> </ul>
People skills	<p>Positive, open-minded outlook, flexible, and responsive to changing customer needs</p> <p>Strong communication skills. Ability to communicate effectively and listen to guests and team members</p> <p>Good judgement skills to determine reactions and responses and to make sound decisions</p> <p>Honesty to be able to build trust with hotel guests and team members</p> <p>Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.</p>



Technical skills	Understanding of and working knowledge of Hotel Booking Engine technology  Good knowledge of Microsoft applications
Qualifications & Experience	Experience working within a front of house operation within a busy operation.  Level 2 Food Hygiene  Fire Marshall qualification  First Aid qualification

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