

JOB DESCRIPTION FOR DUTY MANAGER

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	Duty Manager – The Link Hotel
Band	B3
Team	Operations
Purpose of role	As a Duty Manager, you will lead on operations across the venue, driving and coordinating all daily business operational standards to ensure consistent customer service excellence. 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. You will be the Duty Manager in charge of the hotel throughout your shift, having full responsibility for the operation in the absence of the Deputy Venue Manager. 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. As an Imago team member you will ensure you follow our three golden rules at all times. 1. Say hello to every guest and team member 2. Never walk past a bad standard 3. Never say no
Reports to	Deputy Venue Manager/Venue Operations Manager
Manages	N/A
Main duties	• 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, such as Commercial teams. • Ensure all Health and Safety procedures are adhered to and report any issues you find immediately. Ensure Operational

	team are fully compliant with licencing regulations, Health and Safety policies, Food Hygiene and Fire regulations. • Provide an exceptional guest experience during any interaction with all guests within the venue - face to face, by phone, or email. • Identify guest needs and respond proactively to their concerns/ requests. Be comfortable and knowledgeable of how to deal with guest complaints and what we can do to recover the complaint. • Collaborate with the Deputy Venue Manager and/or other team members to receive a full handover and provide a full, informative handover between shifts. • Ensure that GDPR compliance is always followed including face to face, emails & checking in and ensure that all company standards and procedures are followed as per Imago's policies. • To ensure all financial and admin requirements are completed within the shift as per the shift checklist. • Support other departments and venues at key times and/or when needed to provide a world class business that consistently delivers fabulous meeting, dining and sleep including preparation of light snacks such as sandwiches (which must be made in line with current food safety regulations) and set up meeting rooms as required for conferences and functions. • Review and carry out training with team members on a regular basis to ensure excellent standards are being met. • Ensure you always wear correct company uniform. • Other duties and responsibilities appropriate to the level of this post.
People skills	Positive, open-minded outlook, flexible, and responsive to changing guest 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 Confidence and 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 and requests within the operation Lead by example to motivate your team and help those around you do their best work
Technical skills	Understanding of and working knowledge of Hotel Booking Engine technology Good knowledge of Microsoft applications A good working knowledge of hotel operations
Qualifications & Experience	Experience in supervising a busy food & beverage/conferencing/events operation. Experience of motivating, training, developing and engaging a high performing team. Level 2 Food Hygiene First Aid qualification Fire Marshall 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