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Summary The job of an assistant hotel manager is to help the hotel manager complete all activities related to the operations of a hotel, ensuring the establishment works as smoothly as possible. Assistant hotel managers are in charge of supervising the smaller departments or various divisions in the hotel. They can be assigned to the different areas of the hotel, such as food and beverages, casino, and maintenance, among others. Duties Assistant hotel managers are in charge of overseeing all the events, activities and operations in a hotel. They make all the necessary decisions needed in their assigned division and ensure all hotel rules and policies are implemented. Assistant hotel managers monitor the tasks of personnel and workers, set goals and plans to promote and improve the service of their department, and are tasked to give schedules and assignment to each worker. They handle client's complaints and compliments about their department, and make sure that events are well organized. Sometimes, assistant hotel managers also welcome guests and customers as they enter the hotel. They assist the hotel manager in ensuring the security of their guests and the entire hotel or hotel department. Education and Training Requirements To become an assistant hotel manager, one must acquire a bachelor's degree in hotel and restaurant management or hospitality management. Some companies would also consider a graduate of communications and business management. Aspiring assistant hotel managers with previous hotel experience and trainings have an advantage over other candidates. Knowledge and Skills Requirements An assistant hotel manager must be very organized, systematic, patient, motivated, confident and a hard worker. He/she must possess excellent written and oral communication skills, strong leadership skills, analytical and problem solving skills, good customer service skills and multi-tasking skills. The assistant hotel manager should work well under pressure, even with minimal supervision. He/she should also be able to work independently or as part of a large team. Working Conditions Assistant hotel managers work in different time shifts, depending on the size and staff availability of the hotel. Depending on their work schedule, assistant hotel managers may be assigned to work on weekdays, weekends and even holidays. They are required to wear presentable suits/attire. Salary An assistant hotel manager may have an annual basic salary of \$40,000. This may vary on the location and size of the hotel. The benefits an assistant hotel manager may receive in a year may include health care, life plans, paid leaves. Job Title: Assistant Hotel Manager Location: European Ski Resorts Department: Neilson Winters Reports to: Hotel Manager Salary: Up to £1750 PCM (Net) + Accom, flights, food, lift pass + great overall package. Salary varies depending on the country in which you are placed. In order to continue enjoying our site, we ask that you confirm your identity as a human. Thank you very much for your cooperation. POSITION TITLE: Assistant General Manager / Asst. Hotel Manager REPORTS TO: General Manager / Area General Manager / Owner POSITION SUMMARY: The Assistant General manager is responsible for all aspects of operations at the hotel and provides support to the General Manager. Directs and coordinates hotels activities to obtain optimum efficiency and economy of operations, and maximise full potential with a balanced focus on hotels mission, guests, employees and owners satisfaction. ASST GENERAL MANAGER DUTIES AND RESPONSIBILITIES: Assist the General Manager in his day to day operations. Assigns duties to HOD's and observers performance to ensure adherence to hotel policies and established operating procedures. Provides training to staff and HOD's. Acts as the hotels public relations director and promotes the property within the hotel industry, local community and trade associations. Monitor the Guest feedback on Trip advisor, OTA's etc. and hotels GSTS and RSTS surveys. Receives and resolved or assists the General manager in resolving guest complaints and service recovery process. Selects or assist in the selection of hotel staff and completes all new hire paper works. Review employee performance and conducts personnel actions such as disciplinary actions and terminations. Maintains accurate records including cash flows sheet, guest floor limit, AR Ageing reports, Direct billing etc. Assisting General Manager during Morning meetings or conducts the morning HOD meetings in the absence of General Manager. Adheres to all franchise and company procedures and regulations as well as standard operating procedures. Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards. Ensures the objectives and goals of Marriott and property owners work together to achieve brand positioning and success. Builds owner loyalty through proactive communication, setting and managing expectations and delivering solid business results. Assist GM in key property issues including capital projects, customer service and refurbishment. Assist General Manager in wage scale surveys and ensures employee wages are followed by the company and industry salary guidelines. Performs daily, weekly and monthly property inspections. Ensures property, grounds, physical plant and work areas maintained to standard. Builds strong working relationships and communications with hotel staff, HOD's and other departments to ensure maximum operating effectiveness and fulfillment of special event need. Cover shifts in all departments as scheduled by the General Manager. Monitor maintenance progress and FF&E (Furniture, Furnishings, and Equipment) conditions and provide status report to GM. Audits on par stock on all areas to make sure that all required hotel supplies are ordered and stocked in advance of need. Performs sudden audits on rooms and other operating areas. Provide effective leadership to hotel team members. Ensure hotel staff is provided with uniforms and name tags, and upholds property grooming standards. Ensures effective, timely and accurate communications flow with regards to hotel policies and procedures. Assist the GM in in all aspects of business planning. Must be available 24/7 in case to respond to any guest or employee emergencies. Corporate client handling and take part in new client acquisition along with the sales team whenever required. Assisting in residential sales as and when required and development with strong sales prospects. Respond to audits to ensure continual improvement is achieved. All Other duties as assigned by the General Manager or Management. PREREQUISITES: Strong management skills, ability to appropriately assign or delegate work and authority to others in the accomplishment of goals. And provide coaching, advice and assistance as required. Available to work when needed, including weekends, holidays, and nights. EDUCATION: A university degree or diploma in hotel management or a related field with experience in opening, managing or re-positioning a hotel with clear track record. Experience in financial accounting, personnel supervision and problem resolutions is a added advantage. Excellent computer system skills. EXPERIENCE: At least 5 to 10 years experience in the hospitality industry, with significant luxury and international experience. And at least 3 to 4 years of experience as a Head of the development or Asst. General Manager or Executive assistant manager. Page 2 Position Title: Breakfast Chef Reports To: Sous Chef / Head Chef Position Summary: As a breakfast chef you would be responsible to prepare and deliver to breakfast service, providing a high standard of fresh food in a busy hotel restaurant. Oversee the checking of all early morning deliveries. Also be able to undertake a varied list of food preparation for the kitchen on a daily basis and take full responsibility and accountability for the breakfast shift. Additionally ensuring that all policies and procedures laid down by management are implemented. Breakfast Chef Duties and Responsibilities: Take control of the breakfast service and ensure guests receive a truly delicious and memorable breakfast. Cooking and managing breakfast service and assisting with lunch service. Setting up and cleaning down the kitchen after breakfast. Ensure the kitchen is kept clean and hygienic at all times. Ensure all stocks are kept under optimum conditions. Ensure all mise-en-place is always freshly prepared and on time. Ensure all dishes are being prepared to the correct recipe and to the correct quantity. Ensure the department is operated within the appropriate legislation and the appropriate records are maintained up-to-date. Ensure any anticipated issues are communicated promptly to the Head Chef. Ensure all staff under your control are treated fairly and with courtesy. Ensuring and controlling levels of guest satisfaction, quality, operating and food costs on an ongoing basis. Collect feedback from the guest during the breakfast session and report to Executive chef on any complaints or issues. Monitor and Ensuring that the production, preparation and presentation of food are of the highest quality at all times. Personal grooming and appearance standards are met regarding cleanliness, sanitation and hygiene. Assist with producing menus and new dishes. Able to prepare different type of breakfast egg preparations and methods. Liaise with Purchase Manager regarding daily raw materials for breakfast. Ensure costings and budgets are achieved. Adhere to Health & Safety policies and regulations. Have a good knowledge on health & safety, hygiene, equal opportunities, HACCP and any other legislation. Able to handle pressure calmly and professionally. Attend training courses as and when required. Hours of work are normally 6am to 2pm. Carry out any other duties as required by management. Prerequisites: Passion for cooking. Friendly outgoing personality along with excellent personal presentation. Passionate about producing high quality food. Able to tackle every task given to you with the highest levels of enthusiasm. Be an excellent team player. Education: Degree or Diploma in hotel / culinary management. Computer knowledge and experience in using the Materials Management Software. Experience: 2 to 3 years of experience in full service or branded hotels. Relevant experience gained in a similar environment is desirable. report this ad report this ad report this ad report this ad

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