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| Position: General Manager | Department: Hotel Management | Supervisor: Sr. General Manager or VP Operations |
| Job Titles Supervised: Department Managers and Line Level Staff | Date: February 16, 2017 | FLSA: Salaried (Exempt) |

General Purpose:

The General Manager maximizes hotel value by achieving revenue growth, expense control, excellent guest service and maximization of human resources. The General Manager develops and/or maintains all hotel operations consistent with Olympia Hotel Management values and standards.

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. He/she must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, he/she must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment. A background check will be conducted as a condition of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- *Reporting to work on time and ready to begin your shift (being tardy places an unfair burden on the team)*
- ***Working Safely is a condition of employment. All employees must follow the safety policies***
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meets productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together to accomplish tasks (even if outside specific job duties)

Job Duties and Responsibilities:

- Establish, measure and monitor clearly defined goals and incentive plans for department heads
- Develop and maintain relationships with key hotel accounts
- Maximize total revenue through sales and marketing initiatives and proactive revenue management strategies. Ensure use of an active Marketing Plan
- Meet or exceed targeted payroll standards. (Maintains and monitors an effective system for managing payroll.)
- Effectively manage all expense areas while maintaining appropriate internal controls for cash and inventories
- Fulfill home office reporting requirements and interface well with home office staff
- Has a clear understanding of the relationship between the owner, franchisor, management company and the hotel
- Consistently keep the property in a clean and well-maintained condition
- Use technology effectively to maximize productivity and efficiency
- Embrace change, innovation and creativity

Supervisor/Manager Responsibilities & Expectations:

- ✓ Support the hotel in achieving high performance levels in service and profitability. Hold self and others accountable for achieving results
- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Respond to guest/employee concerns or complaints in a timely and courteous manner; (ability to effectively problem solve)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback
- Keep timely & accurate documentation via performance log, attendance record, and corrective action form. (***Must partner with HR on all terminations***)
- Interview, select, train, and orient employees per OHM's process and procedures
- Managers set and adjust the rates of pay and status for direct reports (i.e. Full Time, Part Time, etc.)
- Schedule staffing and assignment of daily duties to meet hotel needs while effectively controlling payroll
- Review daily Time & Attendance punches in payroll
- Train team how to punch in, out and transfer departments (holds employees accountable)
- Verify compliance with PTO and Holiday pay policy
- Review and maintain timely and accurate "status" of employees for benefit plans, i.e. Full Time, Part Time and Terminations
- Promote the company Safety Policies and Procedures and take corrective action when necessary
- Aggressively manage workers' compensation claims (partners with GM/HR as needed)
- Provide ongoing, timely, performance feedback
- Use meetings, memos or bulletins to keep staff informed of hotel events, policies, etc.
- Attend and participate in Department Manager meetings to foster open lines of communication
- Participate in the annual budgeting process and effective management of department expenses in line with the budget
- Assume managerial responsibilities for the hotel in the absence of the GM (familiar with emergency procedures)

Skills Required:

Solid leadership, decision making, and problem solving skills. Working knowledge of e-mail, Word for Windows and Excel and general office administration skills. Excellent customer service skills.

Experience / Education:

Minimum of 5 years' of leadership, management or supervisory experience preferred, as well as a college degree and/or equivalent work experience.

Performance Measurement:

Financial Results, Guest Service Scores, Franchise Inspections, and STAR Reports.

90 Day performance review, on-going feedback from supervisor, attendance, productivity, feedback from others

Physical Demands:

Work is performed in a hotel environment; This position is physically demanding as it requires extended periods of walking, standing, bending, and lifting up to 50 pounds. Moderate computer keying using both hands, and viewing material on a computer screen. Requires flexible working hours including nights and weekends; Extended workdays may be required to accomplish tasks and meet workload demands during peak periods. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement:

I have received a copy of this job description, have read and understand it and will complete all assigned duties and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description and that I will be informed of modifications prior to their effective date.

Manager

Date

Employee Signature

Date