

## HOTEL ROOMS DIVISION MANAGER \*

### Function of Job:

Under general direction of designated supervisor, to manage all aspects of a continuous, 24 hour front office operation for a hotel.

### Characteristic Duties and Responsibilities:

1. Supervise continuous 7 day/week, 24 hour front office operation, night audit and housekeeping operations and assigned staff, including hiring, training, evaluating performance and scheduling work.
2. Monitor all front office financial operations, including group billing, verifying rates/discounts, daily sales reconciliation, petty cash and room inventory controls.
3. Formulate budgets and prepare monthly revenue/expense forecasts.
4. Maintain customer service/satisfaction standards; handle customer service issues; process refunds in excess of \$200.00.
5. Maintain and operate all computer equipment.
6. Train Hotel Administration students in classes pertaining to Front Office Operations, Laboratories and Hotel Intern positions.
7. Be responsible for Life-Safety Code compliance.
8. Work closely as liaison with internal sales account executive.
9. Perform daily room and property inspections.
10. Perform other related duties, as assigned.

### Minimum Acceptable Qualifications:

1. Associate's degree and three years of related experience in a similar hotel operation, or high school graduation and five years of experience.
2. Some knowledge of accounting, either through education or experience.
3. Supervisory ability.
4. Communication skills, both oral and written.
5. Demonstrated customer service skills.

8/10/99

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System Approval

7/1/99

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Effective Date

\* Revised – original approved 5/21/93 as Front Office Manager

**This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.**