

## Operations Manager Accommodation (OMA) – Position brief and description

### What we need?

1834 Hotels require a resource dedicated to further developing, supporting and growing the front office and accommodation areas within the network of our hotels.

The role will further develop, implement and build procedures that will assist growth and provide support and resources to the GM's at hotels and network of 1834 Hotels also enabling 1834 Hotels to grow as a hotel management company.

### Summary:

- 1834 want to further develop documented, well presented group wide front office POPs, SOPs that can be supplied to new & existing general managers of our hotels to ensure a properties core accommodation areas are being run efficiently, profitable and to aligned group standards and has documented information to follow.
- 1834 want to further develop and provide the hotel GMs with a group wide “front office bible” (**FOB**) and Housekeeping bible (**HKB**) and supplier/product list that allows GMs to operate their front of house and housekeeping operations to 1834 requirements and take the guess work out of how best to operate, manage and grow.
- 1834 want to further document tools, such a group front office procedures, also including but not limited to roster templates created and some documented guidance provided on how best to develop, monitor and control wages through effective rostering – Ongoing consultative support would be provided by the OMA to GMs that 1834 management flag as requiring assistance in in this area.
- 1834 want to further improve House Keeping guidelines, group wide room clean time expectations, room cleaning standards and expected times based on room size and amenities. As well as ensuring relevant WH&S document templates are provided via relevant department (HR)
- 1834 want to further improve housekeeping roster templates and provide support to GMs on how to effectively manage the housekeeping department wages – this can be via newly created support documents – would also link to WH&S documents created by HR
- 1834 need OMA to be the main contact to assist & coordinate the roll out of company preferred PMS in new venues plus providing the FOB training to the GM at the same time and provide the relevant support tools.
- 1834 want to further develop a customer service training module to be created that can be continually developed and implemented through properties via their GM, this can be provided either in video form, group training or PDFs – this would encompass how to greet a new guest, how to upsell and the

relevant support documents and how best to convert incoming reservations calls and more.

- 1834 want to further develop front office mystery shop program – engagement of third party company to partake in calls – liaise with GM's on results and provide tools to react to any areas that need improvement – report to be provided with monthly reporting for any given month.
- This role will be pivotal in determining room layouts & inclusions – development of documents that outline expected room setup, e.g. compendium in good condition, the right setup of towels, amenities and guest offerings.
- The role will include group procurement of items that fall within rooms, housekeeping and front office areas – project list supplied by Group GM - looking at leveraging group buying power to provide consistent and cost-effective ordering lists and setup across possible venues.
- Reporting – provide GMs with the knowledge and support documents on what reports to run from their PMS and or excel to help them best manage, track, plan and identify areas for management of daily, weekly, monthly operations.
- Identify future trends in relative areas, whether this be new technology, apps or possible industry swings, then plan and enable to 1834 Hotels to stay at the forefront of change. Examples would be the ability for a front office to IM with arrivals or in-house guests.
- Provide new GMs/existing with a guest folio support document, FAQs, best use.
- Group bookings process – support tools and guidelines to be provided to GMS.

### **How do we get there?**

We need the 1834 OMA to draw on their experience and build the above and the FOB/HKB in line with planned group policies, expectations and align where possible to the PMS we use group wide, however keeping the processes somewhat generic so that they can be applied to other PMS – procedures would include, customer service training – expectations , presentation of staff, presentation of front desk – communication guidelines – check-in process and process of paperwork – procedures of charge backs – reporting and intra/post stay guest interaction. Tracking and analysis of the key data through reports, how to use that data.

Working with PMS preferred providers to develop a PMS a trouble shooting guide, FAQs, quick tips, and an easily accessible support tool document and contact list.

Whether this be the contacts at the PMS and or suppliers to assist with IT support for those areas, FAQ's and the support process through their room key PMS.

### **Core responsibilities of the OMA role:**

#### **To:**

Create, develop and implement front office policies, procedures, standards and development documentation to support front of house operations and housekeeping management via the General Manager and at times to a nominated property contact. Provide management level advice on front of house, rooms and housekeeping operations with the groups direction and interests at the forefront to streamline management. Continually creating, developing and implementing customer service best practices SOPs, guidelines within these areas through use of systems. Source and setup training workshops for GMs and FOMS, res staff to further develop staff within network. Working closely with R&D to ensure relevant revenue management principles are integrated into daily procedure documents and the SOPS and PAPS. Ensure rooms and accommodation meet the 1834 accommodation standards guidelines and supplier requirements – creation of compliance documents and lists Providing expert advice and to housekeeping, front office rostering – reservation staff sales training and customer service best practices. Liaise with PMS to build relevant training and support documents, procedures and structure to support network of hotels from a macro level Assist GMs and staff with room key training and roll outs and support documents in initial stages and then handover of support tools to hit the ground running Develop POS upsell promotions and work to roll these out across the group – uniformed system documentation Develop a clear documented accommodation operating handbook – room key inclusive/PMS training Would provide tools and structure to ensure GMs are equipped in front office – would encompass all of the above – OAM to map out possible direction of these items.

#### **How would this work on a day to day basis?**

Initially the role would entail a review of both front office and housekeeping protocols that are currently being run across the group and within our hotels, post review the OMA would draft and develop the processes and documents that would support where possible an aligned range of streamlined processes. This would be more detailed for venues utilising the groupwide PMS, a more generic version would be available to the properties with a different PMS.

The role from day one would encompass all new property roll outs, review of current PMS, procedures and then align key processes and advice prior to the 1834 FOB/HKB being implemented.

**Site visits:** It would be expected that site visits will be regular. Skype and or video calls would be conducted where required to initially gather the required information to get the wheels in motion.

**When on site** – When an OMA visits a site – there would be a specific booked meeting time with the GM. A documented agenda and a quality assurance document would be completed and provided to Group GM to coincide with the properties EOM reporting meeting. A visit would encompass assurance of compliance in our SOPS and support provided to flagged areas of concern. Visit would primarily encompass discussion of areas relevant to their department however they should also note other areas of concern or potential development.

**What contact would the OMA have with the property and or a GM?**

The OMA role would be to build and provide tools to allow the GM to fix or know how to fix areas of concern within their business. The OMA should review all incoming queries from properties and work out how best to incorporate that question or required information into their support tools available. It would be expected that the GMs would contact the OMA for queries relating to top line issues within the relevant areas.

**KPIS**

Development of FOB in a timely, accurate and professional manner  
Development of HKB in a timely, accurate and professional manner  
Development of training modules in a timely, accurate and professional manner  
Development of report and data in a timely, accurate and professional manner

**Who does this role report to?**

The majority of this role will encompass accommodation and front office, however direct report will be to the Group GM with a close working relationship with all other departments as required

**What reporting?**

A monthly update and presentation to both the Group GM on the progress of above work.  
Updates provided as required to Group GM on progress of projects and timelines.  
Reporting of roll outs and issues to Group GM on as required.  
Report of procurements savings and development of supplier discounts

**Authority**

The OMA would be a support to the GM's at a property level.

**Other notes:**

It should be noted that other ad hoc tasks and instructions will often be given to the OMA by the Group GM of 1834.

This role will have cross over with the other departments and should be viewed as team player working with all departments to achieve the above desired outcomes.