



POSITION DESCRIPTION

Position: Motel Manager, Hunter Gateway Motel

Position objectives:

To ensure the Hunter Gateway Motel operates efficiently and is maintained to the highest standard, to exceed guest expectations and maximise profitability
Take a hands-on management approach to develop, coach and monitor staff and their performance, maintaining strong team morale and effective training to ensure best practices by all employees
To facilitate and drive a professional and dynamic team through all departments, delivering quality, food, beverage, function and customer services throughout the motel
Oversee all areas of the motel providing strong leadership, excellent communication and drive to achieve maximum sales potential while managing all costs
Act as an ambassador for the motel, Hunter Valley region and New South Wales at all times
To further improve the profitability of the motel by ensuring all departments are run efficiently, achieving revenue targets whilst maintaining budgeted expenses, particularly wages and cost of goods

Principal Responsibilities:

General

Oversee all operations at the motel including staffing, rostering, stocktaking and financial reporting
Establish and maintain effective and efficient recruitment, induction and training procedures in liaison with 1834 Hotels management
Maintain high levels of service as expected by 1834 Hotels management on a daily basis, and identify areas of service improvement for the motel to implement change
Provide strong leadership throughout service periods, ensuring all staff are working areas assigned and doing so in a professional and efficient manner
Possess a proficient knowledge of all motel operations and procedures
Deliver strong and effective communication with all management and staff
Demonstrate effective conflict resolution techniques
Oversee and manage all operational issues as they arise
Ensure accountability of all employees and management
Ensure set procedures and checklists are implemented to create consistent practices
Work within set budgets in relation to wage cost, cost of goods and general expenditure whilst delivering expected standard of service and presentation
Monitor, implement and execute Work, Health and Safety (WHS) processes, policies and procedures
Conduct periodic property inspections to ensure the motel is being maintained to the highest level
Identify service efficiencies or product improvements to follow up with 1834 Hotels management
At the direction of the 1834 Hotels executive team, work on refurbishment and upgrade projects around the motel including preparation of grant submissions and project management of any upgrade / refurbishment projects around the motel
Comply and adhere to all of the motel's policies and procedures
Comply with all work, health and safety policies and procedures
Maintain a good working relationship with all employees throughout the motel and 1834 Hotels management team
Maintain all property in good working order
Maintain a positive and professional attitude at all times
Have working knowledge of budget targets and develop strategies to achieve set targets
Maintain professional business confidentiality
Follow Standard Operating Procedures (SOPs) and / or Safe Work Procedures (SWPs) for all areas of the motel at all times
Ensure compliance of all legislative, governance and regulatory requirements are met at all times
Any other duties as directed by 1834 management

Rooms Division

Ensure set procedures and checklists are implemented to create consistent practices
Ensure strong, regular and effective communication methods with front desk, reservation, maintenance and housekeeping departments
Ensure VIP stays, family groups and special requests are handled effectively
Ensure the daily operations of the front desk, reservation and housekeeping departments are of a high standard
Ensure a timely response to complaints in line with property policy and procedures
Sound understanding of rate structures to ensure profitable outcomes
Ensure strong yield management principles are implemented to maximise rates and occupancy
Oversee front office to ensure the department in maintaining and developing existing and new online distribution channels to maximise exposure
Lead in the development and implementation of a variety of packages/promotions to drive growth of accommodation facilities
Thorough knowledge of all relevant accommodation systems and procedures via PMS, GDS, Channel Manager & Revenue Management software
Possess a sound understanding of debtor accounts and accounts receivable

Sales, Marketing & Revenue

Ensure all sales and marketing opportunities are maximised at the property to exceed sales and revenue targets and that all employees understand their sales and marketing roles
Develop methods and initiatives to increase all departmental revenue, in conjunction with 1834 Hotels management
Instigate ideas to drive food, beverage, functions and gaming sales for the motel
Positively and proactively market the motel at all times
Build strong relationships with key stakeholders, including team members, customers, potential clients and industry bodies
In conjunction with 1834 Hotels, design and create sales & marketing campaigns and opportunities for the motel
Oversee the development and implementation of sales conversion targets for the property and provide guidance and support to achieve these targets
Ensure that trends, developments, competitor activity and other patterns that may impact the motel operations are investigated and procedures put in place to alleviate the loss of revenue
Monitor all online distribution channels to effectively market the motel whilst maximising yield

Food & Beverage

Effective management of the food & beverage (breakfast) department to ensure consistency and quality of product,
delivery of superior service and appropriate rostering for serviceability and to meet wage costs targets
Oversee the kitchen and food & beverage teams to ensure delivery of a quality product within set cost targets
Manage and audit stock control procedures through the POS to ensure that accurate stock reports are available on a monthly basis, and measures for stock control are implemented and adhered to

Maintenance

Manage the maintenance requirements of the motel to ensure all public areas, rooms and recreational facilities are maintained to the highest standard at all times including regular inspection
Ensure all maintenance related issues are resolved as soon as possible to minimise any loss of revenue opportunities
Manage maintenance team and departments to ensure completion of cellar duties, maintenance of equipment, beer lines, stock rotations and control, as required

Work Health & Safety

Regularly review all Work Health & Safety (WHS) policies and procedures and ensure the motel maintains compliance with legislation
Ensure that all staff are working within a safe environment and understand their workplace roles and responsibilities

Report immediately any Work Health & Safety issues to 1834 Hotels management, including ensuring the incident reporting process is correctly followed at all times

Financial Control, Purchasing & Reporting

Monitor all financial transactions to ensure accuracy in all operations

Monitor all monetary transactions to ensure no chance of misappropriation by any member of staff or the public

Possess a sound understanding of debtor accounts and accounts receivable

Comprehensive understanding of set monthly and annual budgets

Oversee all purchasing for the motel as approved by 1834 Hotels management within set budgets, according to purchasing SOP and outlined purchase order system

Submit all reporting requirements in the required format within a timely manner, as requested by management

Provide weekly and monthly reports to provide forecasts and a synopsis of performance to 1834 Hotels management, with analysis of results achieved and identifying further areas of improvement

Payroll & Human Resources

Overall management of all employees ensuring company policies are adhered to

Management of on-site wage management tools

Achieving budgeted wage percentages for all departments, and actively follow up if not achieved

Establish and maintain effective and efficient recruitment, induction and training processes

Identify training and development opportunities for all employees

Evaluate organisational structure to ensure effective resourcing and identify opportunities for implementing improved wage and service efficiencies

Performance manage all employees, as required

In conjunction with 1834 Hotels, develop and execute Standard Operating Procedures (SOPs) to ensure best practice in Human Resources operations is achieved

In conjunction with 1834 Hotels, ensure that relationships are developed with hotel colleges, recruitment companies and HR industry personnel to ensure the very best reputation within the industry

Ensure that all relevant documentation in Human Resources is kept up to date, professional and confidential

Adherence to all relevant Industry Legislation including; Hospitality Industry General Award, National Employment Standards, Fair Work Act, WH&S policies and Policies & Procedures and food and hygiene regulations

Organisational Relationship:

Reporting directly to 1834 Hotels

Working closely with the 1834 Hotels executive management team

Management of all staff through effective leadership

Extent of Authority:

Responsible for the efficient management of the motel, its grounds and all staff

Authority and expectation to use your initiative in relation to all aspects of your role as outlined in the position description, in regular consultation with 1834 Hotels management

Authority and expectation to use your initiative in relation to resolving customer issues and authorising refunds where appropriate

Authority to commit to spending within budget and purchasing parameters

Performance Indicators:

Performance will be measured upon the ability to consistently develop and drive a strong trade through to operating profit

Good budgetary controls, timely and accurate reporting to 1834 Hotels management on request

Presentation and punctuality

Ability to create a cohesive work environment through positive reinforcement of expectations of the motel and 1834 Hotels in regard to service

Regular and effective training programmes / procedures

Strong understanding of all aspects of business operations

Strong analytical skills and financial acumen, efficient management of financial transactions and delegated

projects

High attention to detail, exceptional time management and ability to multi-task

Commitment to providing quality customer service and continuous improvement in all areas of responsibility

Detailed working knowledge of all relevant industry legislation including; Hospitality Industry General Award, Liquor compliance, National Employment Standards, Fair Work Act, WH&S Policies & Procedures and 1834 Policies & Procedures

Commitment to providing quality customer service and continuous improvement in all areas of responsibility

Flexibility to work over a 7-day roster to meet the needs of the business

Commitment to a positive work place at all times

Commitment to managing and leading your team effectively

Effective communication skills both written and oral

Quality, accuracy of work and timeliness in the completion of tasks

Acceptance:

I have carefully read this Position Description. I confirm that I have the skills and experience required and accept this position.

Signature: _____

Date: ____/____/____

Name: _____

Date of Commencement: ____/____/____