

Duty Manager

Purpose:

To ensure a high level of customer service is maintained throughout the hotel by implementing strategies and services that meet the needs of both employees and guests.

Key Responsibilities:

- Oversee guest arrivals, ensuring all special requests are followed up and necessary information is prepared in advance.
- Manage guest satisfaction by providing personalized service and addressing any issues promptly and effectively.
- Ensure all transportation details and departure arrangements are confirmed in advance.
- Greet hotel guests and visitors promptly, communicate hotel knowledge, and encourage the use of hotel facilities and services.
- Provide hands-on support to reception and concierge as needed.
- Ensure the security of cash drawers and accuracy in personal cashing.
- Communicate effectively with the concierge team to meet guest needs and schedule changes.
- Promote genuine hospitality by giving personal attention, using teamwork, and ensuring guest satisfaction.

Requirements:

- Minimum 3-4 years of Front Office experience.
- High school diploma required; Hotel Management or Bachelor's degree preferred.
- Strong computer skills, including reservations and reporting systems.
- Financial acumen and strong Microsoft Office suite skills.
- Excellent communication skills and the ability to influence situations.
- Ability to collaborate effectively with other hotel employees and managers.

Compensation:

Expected CTC: ₹30,000 Gross per month.

