
Duty Manager

Job Responsibilities

- Supervise, coach and ensure smooth daily operation of the Front Office operation.
- Be proactive in thinking, to be able to react fast to problems, and to make sound management decisions.
- Ensure that all VIP arrival rooms are checked and the amenities in the room prior the guest's arrival. Welcome and bid farewell to all VIP guest. Be familiar with and ensure that all preparations for VIP arrivals and departures are well organized.
- Be well informed of hotel facilities and activities and be able to answer all inquiries.
- Develop and maintain close business contact with house guests and to provide personalised service whenever possible.
- Ensure that the lobby and the public areas are kept clean and well maintained at all times. This include tours of the Hotel building, interior and exterior.
- Develop and maintain close liaison with all supporting departments and personnel through good inter-departmental/inter-personal relationship.
- Handle complaints or incidents/accidents occurring in the hotel and report the incidents handled accordingly in the Log Book maintained for this purpose.
- Write reports relating to complaints, and forward copies to various executive/department heads concerned.
- Respond to emergency calls, fire alarm, power failure, computer and medical attention and co-ordinate with respective Departments and contacts.
- Authorise the acceptance of traveller cheques, cash advance, rebates, paid out, refunds base on the established procedures, in the absence of the Director of Front Office/Assistant Front Office Manager.
- Ensure that manual key, guest card key, and guest room security procedures are followed.
- Perform all other duties assigned by the Management

Job Requirements

- Diploma in related discipline with 3-5 years of hotel operations experience
- Strong customer service skills
- Guest centric oriented
- Good oral and written communication skills
- Attention to details
- Good planning and organizational ability
- Must be able to work well under stressful situations and handle challenges in a professional manner

To apply for the above positions, please send your full resume to careers@fullertonhotels.com