



HOTEL HOSPITALITY JOB DESCRIPTIONS

GENERAL MANAGER

The General Manager is the head of a hotel. He/she is responsible for all hotel operations by proving and implementing developed strategies and services. He/she works very close with managers or directors of the different departments. Within this responsibility, he/she must account for needs of owners, employees and guests.

Basically he/she develops and implements business strategies for the hotel in accordance with the company's philosophy and standards. His/her aim is to maximize revenue by developing and implementing sales, marketing, booking and revenue plans.

The General Manager is responsible for all activities of his/her hotel.

FOOD & BEVERAGE MANAGER

The F&B Manager is responsible for ensuring maximum customer service and satisfaction, production of quality food and high standards of service. He coordinates and supervises the daily operational requirements of all Food and Beverage outlets and supervises the sales of food and beverage items. Additionally, he executes all the purposes to the strategic mission and vision of the Food and Beverage department by implementing the instructions provided by the Food and Beverage Director.

DIRECTOR OF SALES & MARKETING

The Director of Sales (& Marketing) is the head of the sales department. He/she is in charge of training and supervising of the hotel's sales (& marketing) team.

The Director of Sales (& Marketing) works closely with the General Manager to determine appropriate sales strategies in all market segments towards maximizing the hotel revenues. He/she is also responsible for a maximum of occupancy of conferences and banquettes in order to optimize general business opportunities.

The Director of Sales (& Marketing) creates lucrative sales targets and networks business relations to corporate client, like airlines, tourist offices, different book services etc.

He/she must observe the market, identify trend and monitor the main competitors. Based on his/her notices he/she creates sales targets depending on the tide of events.

All in all the control of expenses and the best possible costs cutting subject belongs to his/her responsibility.

The Director of Regional Sales manages key accounts and oversees the accounts management in all activities for one special region. He/she aims to maximize sales activities in his/her region. He/she leads and manages the team in the Regional Sales Office.

FRONT OFF MANAGER/ DIRECTOR OF FRONT OFFICE/ RECEPTION MANAGER

Often a guest's first impression of a property is the result of the Front Office Manager's skills and abilities. The Front Office Manager provides many guest services and works in the lobby or reception areas of hotels, motels, resorts and other accommodation facilities. The position is challenging and offers the opportunity to work flexible hours and to do good networking.

The duties of a Front Office Manager involve controlling the availability of rooms and the day-to-day functions of the Front Office, such as handling guest arrival or departure and information requests. He/she assists them with the handling of their baggage and is in charge of the check-in and check-out of whole groups and tours.

In some cases a Front Office Manager is also called Reception Manager.