

Hotel Operations Manager Job Description

Duties and Responsibilities:

- Ensure hotel premises are clean, tidy, and ambient enough to receive and tend guests
- Monitor the coordination between the different parts of a hotel to ensure smooth and efficient operations
- Conduct assessments to review customer satisfaction and service recovery process
- Oversee the hiring, orienting, and training of hotel staff to ensure maximum revenue for management
- Establish communication channels to interact with customers in order to obtain their feedback and assist with the resolution of problems
- Organize training programs to enhance the job skills and performance of hotel personnel
- Monitor the accounts receivable, accounts payable, and purchase requisitions of each hotel department
- Inspect hotel stores to check available stock and determine the need for stocking
- Liaise with the marketing staff to develop and implement strategies for growing the business
- Hire contractors and deal with vendors to ensure provision of high quality products and services
- Schedule work shifts and tasks to hotel staff according to their specialty
- Collect payments and record all expenditure and generated revenue
- Contact clients to schedule and plan the details of an event or conference
- Set and adjust the rates for different services according to their quality level.

Hotel Operations Manager Requirements – Skills, Knowledge, and Abilities

By jobdescriptionandresumeexamples.com. Learn more about the [hotel operations manager job](#).

- Education and Training: To become a hotel operations manager, you require at least a high school diploma and several years of experience in a hotel setting. A Bachelor's degree in hospitality management on the other hand increases job prospects and competitiveness
- Management Skill: Hotel operations managers are skilled in coordinating the affairs of a hotel to attract clients and maximize profits
- Planning Skill: They are able to organize hotel services and activities during events and conferences to ensure smooth operations
- Customer Service Skill: They have the ability to courteously interact with customers and provide client-focused services, to ensure consumer satisfaction
- As a management position, some employers may like you to take certain tests, including leadership assessment tests, situational judgment tests, and aptitude tests before hiring you. See how to come tops in these tests: [Job Assessment Tests](#).