

**Job Description for: Duty Manager (Seasonal)**

**Reports to:** Front Desk Manager

**Employment:** Full Time Seasonal

**Duties and Responsibilities:**

**Centres Pre Season Duties**

- Assist in the organization of all Front Desk staff for all pre season duties
- Assist in coordination of key, telephone and locker checks
- Assist in coordination of building map check and updates
- Update and maintain building information and Building Manager list, hot tub list and telephone list
- Assist in coordination of organization of keys drawers, all pertinent Front Desk information and creation of necessary files and folders
- Collect and make initial count of Front Desk floats
- View all unit types and buildings in rental pool
- Develop a good understanding of village layout and be able to give directions to all units in rental pool
- Any other reasonable request as made by a Central Reservations Manager

**Front Desk**

- Oversee daily Front Desk duties and activities
- Supervise Front Desk staff, including Front Desk Agents, Night Auditors and Bellmen
- Assist with scheduling of Front Desk staff
- Troubleshoot all guest issues and problems
- Determine and process all guest compensation issues
- Inform Reservations Manager or General Manager of any major issues and process any compensation agreed by Reservations Manager or General Manager
- Ensure open communication with owner, group, wholesale and shuttle departments and ensure all pertinent information is given to the individual departments
- Assist with Direct, Wholesaler and Group Guest Check In and Check Out and ensure all correct procedures are followed
- Assist with making walk in direct reservations
- Ensure all bookings made adhere to Big White Central Reservations payment and cancellation policies
- Assist in making shuttle bookings and ensure all pertinent information is collected and shuttle schedules and policies are adhered to
- Ensure high level of customer service is maintained at all times by all Front Desk staff
- Assist with cash, credit card and debit card payments when necessary
- Assist with all incoming telephone calls to Front Desk lines
- Assist guests with all questions and reasonable requests
- Ensure accurate information is provided to all clients with respect to all Big White and Central Reservations products
- Assist Front Desk Agents with daily shift audit and ensure all audits are correct
- Check and organize Bellman for portage and Buses
- Organize 24 hour Transpo call backs

**Other**

- Maintain clean and tidy appearance of all Front Desk staff
- Ensure Front Desk area is clean and tidy at all times
- Any other reasonable requests as made by a Central Reservations Manager

# Hotel Duty Manager Manual

**Mr. Rohit Manglik**



## **Hotel Duty Manager Manual:**

Front Office P. Abbott, S. Lewry, 2010-02-17 Designed for all students of hospitality and tourism management the second edition of this best selling text gives a modern approach to front office operations and management using realistic scenarios set in the hotel environment Key features of this essential text user friendly style of writing and accessible page layout enables students to use it as a reference book as well as a textbook updated in the light of recent developments such as global distribution systems and the internet greater focus on increasing yield and expansion of vital management aspects such as staffing and equipment additional extended practical exercise material Front Office reflects the importance of different features of the receptionist's work and is divided into four main sections Procedural aspects Dealing with people Increasing yield Management aspects Front Office is ideal for GNVQ BTEC students those taking the professional exams of the HCIMA and for undergraduates and postgraduates studying hospitality and tourism management and all relevant executive courses

**CTH - Front Office Operations** BPP Learning Media, 2009-07-01 BPP Learning Media is proud to be the official publisher for CTH Our CTH Study Guides provide the perfect tailor made learning resource for the CTH examinations and are also a useful source of reference and information for those planning a career in the hospitality and tourism industries The Justice's Manual for the State of Minnesota Walter Sherman Booth, 1890

*The Hotel Monthly* John Willy, 1925 **Hotel Management and Operations** Michael J. O'Fallon, Denney G. Rutherford, 2010-01-12 This newly updated edition is a compilation of readings divided into nine sections each examining a specific hotel department or activity Each topic is examined through a variety of viewpoints on the duties responsibilities problems and opportunities encountered there Multidimensional case studies taking a practical approach challenge readers to identify the central issues involved in complex management problems understand the structure and resources of the department in question and find solutions that may help in managing other hotel resources and departments Labor Relations Reference Manual The Bureau of National Affairs. Inc., 1960

*ACMG Core Guiding Skills Manual* Association of Canadian Mountain Guides, The profession of guiding in North America has a long and distinguished history that dates back more than one hundred years In that time a great number of guides from around the world including Canada have used and revised traditional techniques and developed skills specifically suited to local areas Today's guiding industry is based on this groundwork and continues to evolve at a significant pace This manual defines technical guidelines for professional guides who are trained and certified by the Association of Canadian Mountain Guides ACMG however no one person or organization can lay claim to the techniques included here

**Labor Relations Reference Manual**, 1985 Vols 9 17 include decisions of the War Labor Board **Front Office Operations and Hotel Accounting** Mr. Rohit Manglik, 2024-03-14 EduGorilla Publication is a trusted name in the education sector committed to empowering learners with high quality study materials and resources Specializing in competitive exams and academic support EduGorilla provides comprehensive and well structured content tailored to meet the needs of students

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is the basis of your efforts you ll want to identify your business purpose needs and the goals and objectives you want to accomplish as the entire process will help you achieve them