

# Duty Manager

## Role and Task Descriptions

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Human Resources



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The Duty Manager is critical role within a hospitality organization, responsible for overseeing daily operations and ensuring a high level of guest satisfaction. This position requires a proactive approach to managing staff, addressing guest needs, and resolving issues that arise during the shift. The Duty Manager as the key point of contact for guests and staff, ensuring smooth operations and maintain the standards of the organization. The roles and tasks include:

1. Operational Management:
  - a. Supervise and coordinate the activities of staff across all departments during the shift.
  - b. Ensure that all operational procedures are followed and that the hotel runs efficiently.
  - c. Conduct regular inspections of the property to ensure cleanliness, safety and compliance with standards.
2. Guest Services:
  - a. Provide a warm and professional welcome to all guests, addressing their needs and concerns promptly.
  - b. Handle guest complaints and issues, ensuring they are resolved to the guest's satisfaction.
  - c. Monitor guest feedback and implement improvements to enhance guest experience.
3. Staff Supervision:
  - a. Lead, motivate and support staff to deliver exceptional service.
  - b. Conduct shift briefings to communicate important information and daily priorities.
  - c. Ensure staff adhere to company policies and procedures, providing guidance and support as needed.
4. Safety and Security:
  - a. Ensure the safety and security of guests, staff and the property.
  - b. Respond to emergencies and incidents, following established protocols.
  - c. Conduct regular safety checks and address any potential hazards.
5. Financial Management:
  - a. Oversee cash handling procedures and ensure accurate financial transactions.
  - b. Assist with managing budgets and controlling costs during the shift

- c. Prepare shift reports, including financial summaries and operational issues.
6. Event Coordination:
  - a. Oversee the setup and execution of events and functions during the shift.
  - b. Coordinate with event organizers and ensure all guest requirements are met.
  - c. Monitor event operations to ensure they run smoothly.
7. Communication:
  - a. Act as the main point of contact between guests and management.
  - b. Communicate effectively with all departments to ensure seamless operations.
  - c. Provide detailed handover reports to the incoming Duty Manager or relevant department heads.
8. Quality Control:
  - a. Ensure that all guest areas and back-of-house areas are maintained to the highest standards.
  - b. Monitor service standards and provide feedback to staff for continuous improvement.
  - c. Implement and maintain quality control procedures.
9. Problem Solving:
  - a. Proactively identify and resolve operational issues.
  - b. Implement solutions to improve efficiency and guest satisfaction.
  - c. Escalate unresolved issues to senior management when necessary.
10. Training and Development:
  - a. Assist in training new staff and ongoing staff development.
  - b. Conduct performance evaluations and provide constructive feedback.
  - c. Identify training needs and coordinate with the HR department to address them.

**Top characteristics for this role:**

- Attention to detail and commitment to quality.
- Proficiency in using hotel management software and systems.
- Strong organizational and multitasking abilities.
- Exceptional customer service skills..
- Leadership and team management skills.

**Related Learning Outcomes:**

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)

- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)



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