



Tolowa Dee-ni Nation/Lucky 7 Casino Position Description



Title: Hospitality Manager
Class: Exempt
Status: Full Time
Supervisor: Casino General Manager
Effective Date: August 2015

Department: Howonquet Lodge
FLSA: Exempt
Pay Grade: II
Subordinates: Front Office Employees

Position Summary:

The Hospitality Manager is responsible for the general administrative, operational and financial oversight of the Hotel Front Office.

Duties and Responsibilities:

- Plan long-term, short-term, and day to day operations of the Rooms Operations.
- Recommend the budget and manage costs within approved budget constraints.
- Perform all essential functions while adhering to standard operating procedures ensuring a consistent quality product.
- Attract, retain and motivate employees while providing a safe environment; hire, train, develop, empower, coach and counsel, conduct performance reviews.
- Train, cross-train and re-train staff.
- Maintain master key control.
- Ensure that Guest accounts are settled in a proper manner.
- Follow up on Guest requests to ensure Guest Satisfaction.
- Resolve Guest complaints, as appropriate, to maintain a high level of customer satisfaction and quality.
- Promote Safety in the Workplace to minimize liabilities and related expenses.
- Forecast and monitor business trends, staff accordingly.
- Work closely with the Housekeeping Manager.
- Assist in the training and development of Tribal member employees following the Tribal member preference policies.
- This description of duties, responsibilities and requirements is a summary and is not intended to include all that may be assigned or required.

Supervisory Responsibilities:

Practice effective employment practices in the supervision of all Hotel Front Office staff under this position to include hiring, progressive discipline, coaching, training and separations. Authorize and implement policies, procedures and conduct reviews regularly for necessary change or updates.

Minimum Qualifications:

AA Degree/High School Diploma plus 3 years of employment in Hotel Operations Management
Must possess proficient computer skills including Microsoft Office Suite plus the ability to quickly learn the Opera Hotel System.

Must be able to work a flexible schedule to meet the needs of the business.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Speak effectively before groups of customers or staff.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume, with the ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Must possess the ability to define problems, collect data, establish facts, and draw valid conclusions. Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates, Licenses, Registrations:

Must be able to pass an extensive background investigation.

Physical Demands:

Ability to work weekends, holidays and evening hours as business demands, schedule frequent work hours in excess of a standard work week. While performing the duties of this position, the employee is frequently required to stand walk and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 50 pounds.

Vision Requirements:

Close vision (clear vision at 20 inches or less).

Color vision (ability to identify and distinguish colors).

Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).

Work Environment:

While performing the duties of this job the employee may be exposed to cigarette smoke. The noise level in the work environment is usually moderate. Moderate noise as in business office with computers and printers, light traffic.

Employee's Signature: _____ **Date** _____

Supervisor's Signature: _____ **Date** _____