



A Complete Dictionary of Hotel Job Descriptions

GENERAL MANAGER

Responsible for the successful day-to-day operations of the hotel and ensuring bottom-line profitability. Responsibilities include overseeing issues such as coordinating smooth daily operations via department heads, developing and implementing a business plan, strategic positioning of the hotel, staffing, and nurturing community relations. The General Manager reports to corporate office and/or hotel owners.

EXECUTIVE ASSISTANT TO GM

Responsible for providing office support to the hotel General Manager and manage their daily schedule, travel and answering calls and taking notes as directed.

RESIDENT MANAGER

Typically works under the direct supervision of the General Manager overseeing daily hotel operations. Analyses hotel operations to ensure that profitability and guest satisfaction are maximised; creates or changes standard operating procedures to streamline operations; performs all General Manager's duties when the General Manager is not available. The Resident Manager reports to the General Manager.

DIRECTOR OF FINANCE (#1)

Oversees entire hotel financial functions, including internal auditing, payroll, financial controls and day to day financial operations. Generates and analyses monthly financial reports and establishes accounting policies and cash controls for property operations; counsels the General Manager on all hotel finances. The Director of Finance reports to the General Manager.

ASSISTANT CONTROLLER

Assists the Director of Finance in completing monthly financial reports, accounting duties, internal controls, data processing and payroll. The Assistant Controller reports to the Director of Finance.

CREDIT AND COLLECTION MANAGER

Maintains clients' credit which includes investigating and analysing risks, approving credit for potential clients and continuing lines of credit for current clients. Working with other members of a financial team, also evaluates credit processing and approval, and assures adherence to accepted standards. The Credit and Collection Manager reports to the Financial Controller.

GENERAL CASHIER

General Cashier is responsible for the hotel's general cashiering, payroll statutory compliance payments, general ledger and MIS. To ensure that all accounting transactions covering various activities of the hotel are properly and accurately recorded in accordance with the Corporate Policy and local regulations. The General Cashier reports to the Director of Finance.

ACCOUNTANT

Accountant is responsible for the hotel's account receivable and payable, statutory compliance payments, general ledger and MIS. To ensure that all accounting transactions covering various activities of the hotel are properly and accurately recorded in accordance with the Corporate Policy and local regulations.

DIRECTOR PURCHASING

Accountable for the establishment and implementation of programmes and policies for the purchase and distribution of all the hotel's operating supplies including food, beverages, equipment, tools, linens, furniture. The Director of Purchasing reports to the Director of Finance and/or the General Manager

STORE CLERK

Store Clerk is responsible for the receiving and storing of goods and maintain proper record of all issues/ receipts and keep the Director Purchasing informed about all the store & user requirements on a daily basis. Reports to Director Purchasing.

DIRECTOR INFORMATION SYSTEMS

Manages the hotels' information and technology needs, including the implementation and integration of system and technology initiatives. Responsibilities include: network management and ensuring network operations, may interface with vendors, owners, Executive Committee and property staff. The Director of Information Systems reports to the General Manager.

INFORMATION SYSTEMS EXECUTIVE

Responsible for monitoring the operation and security of all computer hardware and ensure that it is operating properly. S/he serves as primary contact for all servicing of computers, printers, etc., maintain all hardware and software logs updated as per departmental working procedures, maintain all the documentation related to hardware configuration and inventory and also carry out the repairs and maintenance of all PCs, printers, telephones, interactive system, key lock system, etc. The Information Systems Executive reports to the Director of Information Systems and/or General Manager.

FOOD & BEVERAGE (F&B) CONTROLLER

Responsible for analysing the performance of food and beverage department and take corrective action whenever necessary and counsel the F&B manager and executive chef, designing food and beverage control systems and procedures, planning, organizing, co-ordinating & controlling the implementation of the stipulated food and beverage control. Reports to Director of Finance and/or General Manager.

ASSISTANT F&B CONTROLLER

Responsible for assisting the F&B Controller in collating, analysing and presenting relevant data on the performance of the food and beverage department with appropriate comments to the management. Reports to the F&B Controller.

DIRECTOR OF HUMAN RESOURCES (#1)

Designs, implements, and administers programs that ensure hotel compliance with national and local laws. Provides training programmes that assist hotel management in maintaining corporate policies and culture. Assists in the recruiting and retention of hotel staff and manages labour relations. Maintains and administers compensation and benefits programmes. The Director of Human Resources reports to the General Manager.

HUMAN RESOURCE MANAGER (#2)

Assists the Director of Human Resources in administering departmental duties, such as conducting training programs, recruiting and retaining hotel staff, termination of employees, tracking compensation and benefits, and managing labour relations. The Human Resources Manager reports to the Director of Human Resources and/or General Manager.

HUMAN RESOURCE OFFICER

Provides support to the Director of Human Resources and/or HR Manager in various HR activities. S/he is responsible for maintaining employee records, coordinating training programs, tracking compensation and benefits, and managing employee engagement activities.

TRAINING MANAGER

Responsible for designing and implementing training programmes to hotel employees. The Training Manager reports to the Director of Human Resources.

DIRECTOR ROOMS (#1)

Directs the overall management of the rooms and reservations departments and works closely with all other division heads to maximise profit potential. Forecasts and budgets rooms inventory, room revenue and maximizes labour performance. The Director of Rooms reports to the General Manager.

FRONT OFFICE MANAGER

Typically the top manager in the front office department. Responsible for the front desk, PBX, bell stand, and lobby operations. May also oversee concierge operations. Prepares budgets and forecasts for these departments. Maintains staffing levels and oversees department supervisors. The Front Office Manager reports to the Director of Rooms and/or the Resident Manager.

ASSISTANT FRONT OFFICE MANAGER

Assists the Front Office Manager in performing duties such as overseeing operations at the front desk, PBX, bell desk, and lobby operations. May also oversee concierge operations. Maintains staffing levels and oversees department supervisors. The Assistant Front Office Manager reports to the Front Office Manager and/or Director of Rooms.

DUTY MANAGER

Manages Front Desk Operations and ensures operating standards are implemented and adhered. The Duty Manager reports to the Front Office Manager and/or Director of Rooms

FRONT OFFICE SUPERVISOR

Responsible for smooth functioning of front desk operations. The Front Office Supervisor reports to the Duty Manager

FRONT OFFICE ASSISTANT

Responsible for working at the front desk greeting and assisting guests, assigning rooms, handling guest queries and ensuring smooth settlement of bills upon check out. The Front Office Assistant reports to the Front Office Supervisor and/or Duty Manager

BELLPERSON

Responsible for providing porter services to hotel guests and ensuring their satisfaction and comfort by promptly and courteously responding to guest requests. The bellperson reports to Duty Manager.

BUSINESS CENTRE SUPERVISOR

Responsible for providing assistance to guests for using the hotel's business centre facilities such as photocopier, fax, internet while maintaining records of the revenue earned at the Business Centre. The person reports to the Duty Manager.

PBX OPERATORS

Responsible for handling all incoming and outgoing phone calls of hotel guests and employees. Reports to the Duty Manager.

EXECUTIVE HOUSEKEEPER

Directs and controls all daily operations and trains and supervises the entire staff of the housekeeping department. Ensures that all rooms and public spaces are cleaned and maintained according to hotel policies. Purchases or requisitions linens, supplies and equipment. May oversee laundry operations. The Executive Housekeeper reports to the Director of Rooms and/or the Resident Manager.

ASSISTANT EXECUTIVE HOUSEKEEPER

Assists the Executive Housekeeper in performing managerial duties such as scheduling, requisitioning linen, and purchasing supplies. Also helps with safety and health administration and training. The Assistant Executive Housekeeper reports to the Executive Housekeeper.

HOUSEKEEPING SUPERVISOR

Responsible for the general cleanliness, maintenance and upkeep of all rooms and public areas assigned under his/her charge and also to supervise and monitor the work of room attendants. The Housekeeping Supervisor reports to the Executive Housekeeper and/or Assistant Executive Housekeeper

HOUSEKEEPING ATTENDANT

Responsible for the general cleanliness, maintenance and upkeep of assigned areas. The Housekeeping Attendant reports to the Executive Housekeeper and/or Assistant Executive Housekeeper

LAUNDRY MANAGER

Responsible for ensuring smooth operations of the laundry department, which includes the area of laundry, dry cleaning and the uniform room. Reports to Director Rooms and/or Executive Housekeeper.

LAUNDRY EXECUTIVE

Responsible for conducting the day to day Laundry operations as assigned and which includes upkeep/maintenance of laundry area, perform activities related to dry cleaning and the uniform room. Reports to the Executive Housekeeper and/or Laundry Executive

DIRECTOR OF FOOD & BEVERAGE (#1)

Responsible for the successful day to day management of the hotel's food and beverage operations. In charge of menu planning, staff training and executing P&L responsibilities such as budgeting and forecasting. The Director of Food & Beverage reports to the General Manager.

FOOD & BEVERAGE MANAGER

Responsible for menu planning, staff training and executing P&L responsibilities such as budgeting & forecasting. Reports to the Director of Food & Beverage and/or General Manager

ASSISTANT DIRECTOR FOOD & BEVERAGE

Assists the Director Food & Beverage with menu planning, staff training and executing P&L responsibilities such as budgeting & forecasting. Reports to the Director of Food & Beverage.

RESTAURANT MANAGER

Oversees daily restaurant operations and ensures that the restaurant operates efficiently and profitably. Responsible for the business performance of the restaurant, as well as maintaining high standards of food, service and health and safety. The role may have creative aspects, particularly in marketing and business development. Supports the restaurant staff in meeting guests' needs. The Restaurant Manager reports to the Director of Food & Beverage.

FOOD & BEVERAGE SUPERVISOR

Handle day to day operations of the restaurant/allocated area in attaining, its established sales, profits and quality of product goals; whilst maintaining company standards of operation, sanitation, accident prevention, associate attitude and team work. Ensures efficient and smooth operations of the allocated area. The person reports to the Assistant Food & Beverage Manager and/or Restaurant Manager

FOOD & BEVERAGE ASSISTANT

Responsible for providing guests with the highest standards of food and beverage service. The person reports to the Assistant Food & Beverage Manager and/or Restaurant Manager

EXECUTIVE CHEF

Directs all aspects of food preparation and production for hotel food outlets, including restaurants, room service and conference & banqueting. Hires, trains, schedules, and manages necessary staff. Plans daily and permanent menus as well as special event menus. Inspects and controls meat and produce quality, and establishes relationships with purveyors through food purchasing duties. The Executive Chef reports to the Director of Food & Beverage and/or the General Manager.

EXECUTIVE SOUS CHEF

Responsibilities include overseeing, supporting, and training food production staff. Plans and develops menu items with Executive Chef. Ultimately responsible for ensuring smooth operations. May also assist in staffing duties. The Executive Sous Chef reports to the Executive Chef.

PASTRY CHEF

Manages entire pastry production for all food service outlets, including restaurants, room service and banquet areas. Develops and specifies new pastry products, and suggests menu changes to reflect competitive market. Purchases or requisitions pastry ingredients and equipment. Works closely with entire food production staff to ensure timely pastry output. The Pastry Chef reports to the Executive Chef.

SPECIALITY CHEF

Trains and manages kitchen personnel in his identified section or outlet kitchen, responsible for creation of menus and related recipes along with the Executive Chef, estimate food consumption patterns and requisition food; standardize production recipes to ensure consistent quality; establish presentation techniques and quality standards; and plan and price menus. The Speciality Chef reports to the Executive Chef.

OUTLET SOUS CHEF

Trains and manages kitchen personnel in his identified section or outlet kitchen, responsible for creation of menus and related recipes along with the Executive Chef, estimate food consumption patterns and requisition food; standardize production recipes to ensure consistent quality; establish presentation techniques and quality standards; and plan and price menus. The Outlet sous chef reports to the Executive Chef

CHEF DE PARTIE

Responsible for all culinary dishes that are prepared in his section. He is also responsible for ensuring the health and hygiene standards are complied with in his respective outlet. The person reports to Executive Chef and/or Executive Sous Chef

COMMIS

Responsible for day to day operations of the respected outlet which include mise-en-place, preparation, cooking and presenting the dishes as per the prescribed standards. Other jobs will include maintaining the hygiene standards, opening and closing of the outlet and maintaining of equipment. A Commis reports to an Outlet Sous Chef and /or Executive Sous Chef

EXECUTIVE KITCHEN STEWARD

Supervises daily maintenance and sanitation of all kitchen and food production areas. Performs daily & weekly maintenance & sanitation inspections and ensures timely maintenance of all Kitchen equipment. The Executive Kitchen Steward reports to the Director of Food & Beverage and/or Food & Beverage Manager.

KITCHEN STEWARD

Undertake day to day cleaning, equipment maintenance and maintaining par stock of equipment utilised by service and production. The person reports to an Executive Kitchen Steward

SPA/FITNESS CENTRE MANAGER

Oversee and supervise the daily operation of the spa/health club, developing vendor relations, overseeing and motivating spa/health club sales, implement strategies to achieve performance targets, train and mentor the staff. The Spa Manager/Fitness Centre Manager reports to the General Manager

ASSISTANT MANAGER FITNESS CENTRE

Responsible managing a clean, friendly and well maintained fitness centre, ensuring that the attendants execute the basics in punctuality, dress code compliance, friendliness and cleanliness, trains and develops a strong team of Personal Trainers, working along with the Fitness Centre Manager in successful attainment of department targets

FITNESS CENTRE ATTENDANT

Responsible setting up, maintaining and cleaning equipment, welcoming guests, explaining programs and activities, teaching guests how to use the equipment, providing basic fitness information, reporting and resolving complaints, maintaining attendance records and ensuring rules and regulations are enforced.

SPA THERAPIST

A trained professional, the Spa Therapist is responsible for giving specialised spa treatments/services to guests. Reports to the Spa Manager and/or Fitness Centre Manager.

DIRECTOR OF SALES & MARKETING (#1)

Oversees the sales and marketing team and is responsible for directing and managing the hotel's sales and marketing efforts. Responsible for creating promotional and marketing strategies that increase the hotel's revenue across all markets, maintain relationships with existing clients, as well as identify and develop new sources of business. Forecasts business and sets department budget to peak market share. The Director of Sales & Marketing reports to the General Manager.

DIRECTOR SALES

Oversees the sales team and is responsible for setting and implementing sales targets and strategy. Hires, trains and manages the sales force. The Director Sales reports to the Director Sales & Marketing.

ASSOCIATE DIRECTOR SALES

Assists the Director of Sales and is responsible for directing and managing the hotel's sales efforts. Responsible for maintaining relationships with existing clients, as well as identifying and developing new sources of business. The Assistant Director of Sales reports to the Director of Sales & Marketing.

DIRECTOR MARKETING

Oversees the marketing team and is responsible for setting and implementing marketing and PR strategy. Hires, trains and manages the marketing and public relations teams. The Director Marketing reports to the Director of Sales & Marketing.

SALES MANAGER

Responsible for developing specific markets: such as transient, corporate, group, or incentive markets. Manages existing client accounts, designs and achieves individual sales goals and action plans to generate revenues. The Sales Managers report to the Director of Sales and/or Director of Sales & Marketing.

SALES EXECUTIVE

Responsible for managing existing client accounts, maintaining and tracking sales and maintaining database of prospective clients. S/he is also responsible for creating Industry report, identify leads for business development through extensive research and prepare a reports on contacts made and follow up required.

DIRECTOR CATERING

Plans and implements strategies to attract increased banqueting clientele. In-charge of catering budgets and forecasts. Directs catering sales staff. The Director Catering reports to the Director of Sales & Marketing and/or Director of Food & Beverage.

CATERING SALES MANAGER

The Catering Sales Manager acts as the event sales specialist and is responsible for maximising revenues for events /banquets in the most profitable way. The Catering Sales Manager reports to the Director of Sales.

DIRECTOR PR AND COMMUNICATIONS

Responsible for developing, implementing, monitoring and evaluating the hotel's marketing communications strategy, including advertising, promotions, public relations, graphics and collateral, so as to support the marketing objectives for the hotel and maximise the hotel's positive exposure in local, national and international markets. The Director of Communications & Public Relations reports to the Director of Sales & Marketing and/or General Manager.

DIRECTOR REVENUE MANAGEMENT

Oversees revenue maximisation and yield management and maintains staffing levels and oversees department supervisors. The Director of Revenue Management reports to the Director of Rooms and/or Director of Sales & Marketing.

REVENUE MANAGER

Responsible for all technical accounting aspects of hotel's revenue streams, royalty accounting and invoicing. The Revenue Manager reports to the Director of Rooms and/or Director of Sales & Marketing

CHIEF ENGINEER

Supervises the maintenance of hotel buildings and grounds; interviews, hires, trains and schedules engineering and maintenance staff. Administers preventative maintenance programmes and establishes procedures for routine duties; performs repairs according to work orders. Allocates hotel maintenance budgets and manages all departmental financial duties, including preparing budgets, P&L statements and forecasting. The Chief Engineer reports to the Resident Manager and/or the General Manager.

ASSISTANT CHIEF ENGINEER

Reports to the Chief Engineer and assists in building maintenance, supervision of maintenance staff, and repairs.

ASSISTANT MANAGER - ENGINEERING

Responsible for efficient operation of electrical, mechanical, refrigeration, plumbing, painting and polishing, entertainment and telecommunications sections. The position will also ensure the safety and comfort of the guests and employees. The position reports to the Assistant Chief Engineer and/or Chief Engineer.

ENGINEERING TECHNICIAN

Responsible for keeping all equipment in good repair with a minimum of downtime by providing day to day maintenance of the hotel, continually supports and improves. Reports to the Engineering Assistant Manager.

DIRECTOR SECURITY

Acts as the lead executive of the security department. Hires, trains, and supervises all security team members. Installs and operates surveillance cameras and equipment. Establishes shift patrols involving security team members. Establishes policies for managing suspicious or criminal activity and individuals. Documents daily guest traffic through hotel and secures banquet functions. The Director of Security reports to the General Manager.

SECURITY SUPERVISOR

Responsible for supervising all security team members, ensuring adherence to policies for managing suspicious or criminal activity and individuals. Documents daily guest traffic through hotel and secures banquet functions. The Security Supervisor reports to the Director of Security.

SECURITY ATTENDANT

Responsible for protecting the hotel premises against theft, fire, vandalism and trespassers, protect the guests of the hotel and property inside the hotel, including hotel valuables and cash. Reports to the Security Supervisor.