Hotel Manager

Job Information

Hiring Company
Travelodge Hotels (Asia) Pte Ltd

Subsidiary
Travelodge Hotels Asia

Job ID
1621298

Industry
Hotel

Company Type
International Company

Job Type
Permanent Full-time

Location
Tokyo - Other Areas

Salary
Negotiable, based on experience

Refreshed
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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Native Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

JOB OVERVIEW

The Hotel Manager is responsible for all aspects of the day to day operation at the hotel and provides support to the Country General Manager.

Directs and coordinates hotels activities to obtain optimum efficiency and economy of operations, and maximise full potential with a balanced focus on hotels guests, employees and owners and brand satisfaction.

RESPONSIBILITIES:

People

- Assigns duties to HOD's and monitors performance to ensure adherence to hotel policies and standard operating procedures
- Provides training to staff and HOD's.
- Selects or assist in the selection of all hotel staff and ensures completion of all new hire paper work.
- Review employee performance and conducts personnel actions such as disciplinary actions and terminations.
- Conducts the morning daily briefings and HOD meetings to ensure the team are aligned with the hotel goals and targets.
- Builds strong working relationships and communications with hotel staff, HOD's and other departments to ensure maximum operating effectiveness.
- Cover shifts when required in all departments as scheduled by the Country General Manager.
- Provide effective leadership to hotel team members.
- Ensure hotel staff are provided with uniforms and name tags, and uphold Travelodge grooming standards.

Guest

- Monitor the Guest feedback on Trip advisor, OTA's through the Revinate portal.
- Receives and resolves or assists guest complaints and conducts service recovery process.
- Performs daily, weekly and monthly property inspections.
- Ensures property, grounds, physical plant and work areas are clean and well maintained.
- Monitor maintenance progress and FF&E (Furniture, Furnishings, and Equipment) conditions and provide status report to Country General Manager.
- Audits on par stock on all areas to make sure that all required hotel supplies are ordered and stocked in advance of need.
- Performs daily audits on rooms and other operating areas on a weekly basis.
- Leads key property initiatives including capital projects, customer service and refurbishment.
- Create action plans following guest feedback and audits to ensure continual improvement is achieved.

Commercial

- Assist the Country GM in in all aspects of business planning.
- Responsible for the preparation and execution of the annual operating plan, sales and marketing plan and capital improvement plan
- Key corporate client handling and take part in new client acquisition along with the sales team whenever required.
- Assisting in sales as and when required for key contracts with strong sales prospects.
- Maintains accurate financial records for the hotel and ensures reporting is completed in a timely manner.
- Drives a sales culture within the team to ensure every revenue opportunity is maximised.
- Adequately controls costs to increase profitability without sacrificing on product and service.

Overall

- Ensure full compliance to Hotel operating controls, SOP’s, policies, procedures and service standards.
- Ensures effective, timely and accurate communications flow with regards to hotel policies and procedures.
- Ensures the objectives and goals of Travelodge Hotels Asia and property owners work together to achieve brand positioning and success.
- Builds owner loyalty through effective communication and delivering solid business results.
- Must be available 24/7 in case to respond to any guest or employee emergencies.

- Any other duties as assigned by the Country General Manager or Management.

Required Skills

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