



## Employee Requisition Form

### Position to Be Filled: Hotel Operations Manager

**Responsible :** For overseeing the day-to-day management of the Hotel and its staff.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide overall direction, coordination, and ongoing evaluation of operation.
- Ensure all associates have been and are continually trained in total guest satisfaction.
- Ensure guest satisfaction remains top priority to all associates.
- Ensure all associates are properly trained in their primary job functions. Always instill safety and security.
- Maintains statistical and financial records, achieving profit targets.
- Maintains adequate staffing levels to maintain exemplary guest service.
- Ensure events and conferences run smoothly.
- Ensure adequate supplies, furnishings, and maintenance throughout the property.
- Carrying out inspections of property and services.
- Ensures regulations, policies, and procedures are adhered to and maintained.
- Maintains a consistent and regular attendance record.
- Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
- College degree in Hospitality or Hotel Management preferred.
- Minimum 5 years experience in a high-volume hotel environment, preferably with a Casino
- LMS experience preferred.
- Must have experience in LMS.
- Must understand and be capable of setting "room block".
- Must be skilled in "yield management".
- Ability to read, analyze, and interpret the most complex of documents, such as technical journals, financial reports, and legal documents.
- Ability to respond to common inquires or complaints from guest, regulatory agencies, or members of the business community.
- Ability to effectively present information to top management, public groups, and/or Boards of Directors
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Any other duties as assigned.

**Reports To:** Director of Hotel Operations  
**Approximate Hours:** Full Time  
**Filling Deadline:** Open Until Filled

