

Hotel Manager Manual

Good Practices Guide for Guesthouses and Small Hotels

Hotel management involves the management of anything that's related to the hotel industry. Here you find all you need to know about managing a hotel.

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Module 1 Good Practices Guide for Managers Section 1 Good Management and Workplace Relations 1.1

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A hotel manager's duty always varies as per the property type. Successful hotel managers are aware of all the fundamentals that go behind the smooth running of a hotel property. Hotel managers play a central role in efficiently running the hotel and therefore need a range of skills to succeed.

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As a hotel manager, you'll be commercially accountable for budgeting and financial management and will need to plan, organise and direct all hotel services, including front-of-house (reception, concierge, and reservations), food and beverage operations and housekeeping.

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The General manager is responsible for all aspects of operations at the hotel, to day-to-day staff management and guests. He / She should be an ambassador for the brand and your hotel. Provide leadership and strategic planning to all departments in support of our service culture, maximized operations and guest satisfaction.

General Manager / Hotel Manager Job Description

General Manager ensures that hotel has an established MANAGER ON DUTY PROGRAM, following MOD Manual guidelines. CORRESPONDENCE FILE:All General Managers must keep a header filecontaining all correspondence that they generate.

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