

Position: General Manager	Department: Hotel Management	Supervisor: Director, Sr. Director, or Sr. General Manager	
Job Titles Supervised: Department Managers and Line Level Staff	Date: Sept. 11, 2019	FLSA: Salaried (Exempt)	Benefits: Home Office / Management

General Purpose:

The General Manager maximizes hotel value by achieving revenue growth, expense control, excellent guest service and maximization of human resources. The General Manager develops and/or maintains all hotel operations consistent with Olympia Hotel Management values and standards.

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. The employee must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, the employee must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form no later than your first day of employment. A criminal background check will be conducted as a condition of employment. Additionally, you must be willing to fulfill state or other licensing requirements which may include disclosure of personal information on application forms.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- ***Working Safely*** *is a condition of employment. All employees must follow the safety policies*
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating eligible employees. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)

- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Comply with Brand/Olympia Standards Manual
- Develop and maintain the annual Business Plan which includes an Operating Budget, Staffing Plan, Marketing Plan and Capital Budget
- Effectively manage all expense areas while maintaining appropriate internal controls for cash and inventories
- Maximize total revenue through sales and marketing initiatives and proactive revenue management strategies; ensure use of an active Marketing Plan
- Lead the hotel in achieving high performance levels in service and profitability
- Manage and nurture relationship/expectations between the owner, franchisor, management company and the hotel
- Develop and maintain relationships with key hotel accounts
- Hold self and others accountable for achieving results
- Create a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Establish, measure and monitor clearly defined goals and incentive plans for department heads
- Respond to guest/employee concerns or complaints in a timely, courteous and effective manner
- Interview, select, train, and orient employees per OHM's process and procedures
- Partner with Department Managers in setting and adjusting the rates of pay and status for direct reports (i.e. Full Time, Part Time, etc.)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback
- Ensure timely & accurate documentation is maintained via performance log, attendance record, coaching and corrective action forms. (***Must partner with HR on all terminations***)
- Conduct 90 day Performance Reviews of Department Managers by providing both positive and constructive feedback
- Meet or exceed targeted payroll standards (maintain and monitor an effective system for managing payroll)
- Biweekly review of "ACA Reporting" to monitor average hours worked
- Review and maintain timely and accurate "status" of employees for benefit plans, i.e. Full Time, Part Time and Terminations
- Ensure staffing and assignment of daily duties meets hotel needs while effectively controlling payroll
- Review and approve bi-weekly payroll (Verifies compliance with PTO and Holiday pay policy)
- Fulfill Home Office reporting requirements and interface well with Home Office staff
- Use technology effectively to maximize productivity and efficiency
- Embrace change, innovation and creativity
- Ensure all new employees receive a safety orientation and safety training prior to starting their hotel job duties. In the event of a vacant department manager position, either personally conduct the orientation and training for that department, or specifically delegate this responsibility to another manager
- Ensure the Safety Committee is formed and meeting monthly
- Promote company Safety Policies and Procedures and take corrective action when necessary
- Aggressively manage workers' compensation claims (partners with HR as needed)
- Plan and preside at regular Department Manager and hotel staff meetings to foster open lines of communication
- Use meetings, memos or bulletins to keep staff informed of hotel events, policies, etc.
- Identify and communicate maintenance issues
- Ensure the property is clean and well-maintained

Skills Required

- ✓ **Leadership** – ability to effectively motivate, mentor, coach & counsel others to perform well (including appropriate documentation)
- ✓ **Customer Service** – deliver hospitable service that is attentive, friendly, efficient and courteous; demonstrate patience, tact and diplomacy
- ✓ **People Skills** – ability to collaborate, create rapport, and work effectively with others; earn and maintain trust and respect
- ✓ **Communication Skills** – ability to effectively listen & communicate professionally, both verbally and in writing

