



General Manager Job Description

Front Desk

- Make sure front desk log, checklists and systems are followed
- Prepare and check audit pack - Check all adjustments and comps
- Balance paperwork every morning, prepare manager's report and make deposit
- Keep enough change in petty cash and prepare Petty Cash Reimbursements
- Purchase supplies for front desk
- Keep track of city ledger and delinquent accounts, billing weekly
- Respond to guest complaints, comments and chargebacks
- Open mail and submit invoices weekly
- Check on rates and reservations made daily
- Watch video of agents to judge performance
- Make sure front desk computer system is functioning optimally
- Keep track of rollaways, irons, cribs, and other amenities
- Keep track of movie rentals
- Keep office area organized and neat
- Make daily sales calls to increase business

Housekeeping

- Check Head Housekeeping Forms & Housekeeping Daily Sheets
- Inspect rooms daily (utilize Inspection Form)
- Analyze Labor Report data and Inspections for housekeepers, keeping minutes and cost per room down
- Make sure housekeeping carts are stocked correctly
- Do inventory weekly and order supplies from approved vendors
- Make sure housekeeping work areas are clean and organized

Maintenance

- Check maintenance requests in front desk log
- Work on improvement projects with punch lists
- Check out and minimize block rooms
- Make sure property exterior is immaculate
- Keep track of AC, VCR head cln, mattress turn, vacuums
- Keep track of keys, tools, and maintenance supplies
- Purchase supplies and capital items as needed from approved vendors
- Make sure pool is cleaned correctly and up to code
- Make sure maintenance work areas are clean and organized

Human Resources

- Fill out Labor Report daily and prepare payroll
- Respond to unemployment claims and garnishments
- Hire, train and supervise good personnel in all departments
- Schedule hours for all departments weekly
- Follow appropriate warnings and termination policies

3/31/09