



261 Newbury Street
Boston, MA

POSITION:

General Manager/Operations Manager

Job Description:

The Operations Manager is responsible for all interaction between staff and guests. The focus of the role is that of setting standards where needed, training, administration and documentation.

List of Responsibilities:

- Staffing and Training
 - Recruit staff as needed
 - Interviewing and hiring new staff
 - Initial training with all new staff
 - Retraining of existing staff on a scheduled basis
 - Setting Standards and Procedures that are communicated and trained to staff
 - Employee reviews and compensation recommendations
 - Tangible measure of staff performance
- Sales and Reservations
 - Insure all staff is trained in the sales process of reservations
 - Work with inventory of rooms to insure maximum occupancy
 - Assist in the setting of room rates
 - Communicate decision rules to staff i.e. lower price day of reservation
 - Insure proper data is collected by reservation staff
- Front Desk Operations
 - Insure check list reflect expectations of shifts
 - Insure proper completion of check lists and assign tasks
 - Create a neat organized front desk
 - Keep proper levels of supplies required
 - Learn the computer network in order to trouble shoot
 - Maintain working order of all equipment at the front desk
 - Maintain Concierge books

- Financial Administration
 - Monitor daily credit card deposits to insure accuracy
 - Respond to charge back inquires
 - Reconcile Travel Agents Commissions
 - Manage Petty Cash
 - Trolley Commissions and Cashier reports
 - Insure bank deposits are made in a timely manor
 - Generate items ordered and receive properly into peach
 - Purchase reqs. For all non inventory items
 - Manage accounts receivable
 - Insure proper postings for Guest Services and Telephone
 - Insure accuracy of overnight work and following check list
 - Delegate tasks to Night Auditor as possible
 - Insure security of Hotel overnight
- Human Resources
 - Schedule staff according, to insure greatest benefit for the company
 - Approve vacations and personal time
 - Keep accurate records in the attendance records file
 - Insure proper time clock procedures are followed
 - Recommendations on Bonus Disbursement
 - Proper use of discipline where required
- Housekeeping
 - Work with housekeepers to insure they understand expectations and have proper tools and supplies
 - Schedule housekeepers for required coverage
 - Room inspections to insure quality control
- Facility Maintenance
 - Work with facility Manager and staff in insure proper follow up to inventory needs
 - Be aware of preventive maintenance schedule to insure completion
 - Insure completion of logs to rack issues
- Breakfast Attendant
 - Train and monitor prep-work
 - Train and monitor breakfast service
 - Inventory management

To apply contact:

Nubar Hagopian
 Owner
 Newbury Guest House
 261 Newbury Street
 Boston, MA 02116
 Telephone: (617) 670-6000
 Cell: (617) 437-7666
www.newburyguesthouse.com