

Rooms Division

Role and Task Descriptions

09/11/2023

Human Resources



Table of contents

Year 3: Rooms Division Manager

3

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The Rooms Division Manager, will be responsible for the efficient and effective operation of the accommodation and guest services within a hotel or resort. Your role involves overseeing various departments, ensuring the highest standards of guest satisfaction, and contributing to the overall success of the property. Your leadership, organizational skills and attention to detail are crucial in managing the rooms division and delivering an exceptional guest experience. The roles and tasks include:

1. Front Office Management:
 - a. Oversee the Front Desk Operations, including check-in, check-out and guest services
 - b. Ensure a seamless and efficient registration process for guests.
 - c. Implement and enforce policies related to reservations, rooms assignments, and guest interactions.
2. Housekeeping Management:
 - a. Manage housekeeping operations to maintain cleanliness and order in guest rooms and public areas.
 - b. Coordinate with the housekeeping team to ensure timely room turnover and efficient cleaning procedures.
3. Reservations and Revenue Management:
 - a. Monitor room availability and implement effective reservations strategies.
 - b. Collaborate with the sales and marketing team to optimise room revenue.
 - c. Implement pricing and discount strategies to maximise profitability.
4. Guest Services:
 - a. Ensure the highest standards of guest services, addressing guest needs and concerns promptly.
 - b. Implement and maintain guest service standards to enhance the overall guest experience.
5. Staff Training and Development:
 - a. Recruit, train and supervise staff within the rooms division.
 - b. Provide ongoing training to ensure staff is well-versed in guest service standards, safety protocols and operational procedures.
6. Security and Safety:

- a. Implement and enforce security and safety protocols for guests and staff.
 - b. Collaborate with security personnel and management to address any security concerns.
7. Collaboration with Other Departments:
 - a. Work closely with other departments, such as food and beverage, sales, and maintenance, to ensure seamless coordination and communication.
 - b. Participate in regular meetings with the hotel management team to discuss overall property operations.
8. Quality Control:
 - a. Conduct regular inspections of guest rooms and public areas to ensure they meet quality standards.
 - b. Address and resolve any issues related to maintenance, cleanliness, or guest satisfaction.
9. Reporting and Analysis:
 - a. Prepare regular reports on room occupancy, revenue, and guest satisfaction.
 - b. Analyse data to identify trends and opportunities for improvement.

Top characteristics for this role:

- Strong leadership and interpersonal skills
- Knowledge of hotel management software and reservation systems.
- Familiarity with health and safety regulations.
- Effective communication skills and problem-solving abilities.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

