

Sunburst Hospitality Corporation Job Description

Job Code: 50005
Job Title: Assistant General Manager
FLSA Status: Exempt
Prepared Date: March 2003
Reports To: General Manager

SUMMARY: Assists the General Manager with the oversight of all aspects of Property Management in accordance with Company mission statement, including maximization of financial performance, guest satisfaction, and staff development within established quality standards. Responsible for the hiring, training and discipline of all hotel staff. Manages the hotel in the absence of the General Manager.

QUALIFICATIONS: To perform this job successfully, the individual must be able to **perform each essential duty and responsibility in a safe and satisfactory manner**, and the individual must be **punctual** and **have a good attendance record**, and **have reliable means of transportation to work**. The requirements listed below are representative of the knowledge, skill, and/or ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Oversees overall day-to-day hotel operations as delegated by the General Manager.
- Participates in the development of short-term and long-term financial and operational plans for the hotel which support the overall objectives of the Company.
- Assists General Manager with the execution of marketing, sales, and operational activities, producing results that meet or exceed the hotel's business plan.
- Maintains reservations systems such as Yield Management System and Property Management System.
- Assists General Manager with the monitoring of the performance of the hotel through verification and analysis of guest satisfaction systems and financial reports. Suggests and implements corrective actions.
- Maintains product and service quality standards by conducting ongoing evaluations and investigating complaints. Suggests and implements corrective actions.
- Creates an operating environment that assures consistent guest satisfaction. Ensures proper handling of guest complaints.
- Ensures implementation of appropriate technology solutions to increase customer service and hotel revenues.
- Ensures the efficient and effective operation of the Housekeeping and Front Office departments.
- Establishes and maintains a pro-active human resource function to ensure employee motivation, training and development, wage and benefits administration, and compliance with established labor regulations.
- Supervises and motivates designated employees; carries out supervisory responsibilities in accordance with the Company's policies, training programs, and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Understands the government regulations affecting hotel's operations, ensuring hotel is operated in compliance with all applicable laws, ordinances, regulations, and requirements of any federal, state or municipal authority.
- Ensures good safety practices of employees and guests, assisting in the maintenance of proper emergency and security procedures.

Job Code: 50005
Job Title: Assistant General Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES continued:

- Ensures implementation of applicable preventive maintenance programs that protect the physical assets of the hotel.
- As required of all hotel associates, assists any customer or potential customer in a prompt, courteous, friendly, and helpful manner at all times.
- Other duties and responsibilities as assigned.

EDUCATION and/or EXPERIENCE:

- Absent extraordinary prior on-the-job experience, the Assistant General Manager position requires a High School diploma *or* general education degree (GED) and *preferably* either a two year business degree *or* a four year business or liberal arts degree (or equivalent combination of education and experience).
- Requires an occupationally-significant combination of vocational education, apprentice training, on-the-job training, and essential experience in less responsible hotel skill level and management positions.

LANGUAGE SKILLS: *Assistant General Managers must have developed language skills to be able to:*

- Read and interpret documents in English such as safety rules, operating and maintenance instructions, and procedure manuals, newspapers, periodicals, journals, and manuals.
- Write routine reports, correspondence, business letters, summaries, and reports in English using prescribed format, and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to speak effectively in English before groups such as customers or employees.

REASONING ABILITY: *Assistant General Managers must have developed reasoning abilities to the point to be able to:*

- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Use mathematical skills to interpret financial information and prepare budgets.
- Read and interpret business records and statistical reports.
- Make business decisions based on production reports and similar facts, as well as on your own experience and personal opinions.

COMPUTER SKILLS: *Assistant General Managers must have sufficient computer skills that will allow them to be able to use, in a proficient manner, all Company-issued software programs implemented at the hotel, including but not limited to the following:*

- **Microsoft Word**
- **Microsoft Excel**
- **Yield Management Systems** programs
- **Property Management System (PMS)** programs
- **Daily Revenue System (DRS)** programs
- **Central Reservation System** programs
- **Payroll** programs
- Company-issued **internet browser** programs
- Company-issued **electronic mail** programs

NOTE: Company-issued software programs implemented at a particular Sunburst hotel may be changed from time to time; the Assistant General Manager is required to learn the new programs and upgrades as soon as practicable after such items are provided to the hotel.

Job Code: 50005
Job Title: Assistant General Manager

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. The employee must be able to see differences in widths and lengths of lines such as those on graphs. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

ENVIRONMENTAL CONDITIONS: *Inside:* Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be able to work effectively in a stressful environment, communicate well with others, effectively deal with guests, and accept constructive criticism from supervisors.
- Must be able to change activity frequently and cope with interruptions.

IMPORTANT NOTE: *Essential functions of this job are described under the headings above. The job requirements and features are subject to change from time to time due to the then-current needs and requirements of the Company and/or the hotel.*

Employee Signature

Employee Name – Printed

Date

Note to General Manager: please provide a copy of this signed job description to the employee and place the original in the employee's personnel file.