

## Duty Manager

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Company: Accor

Location: Bengaluru

Category: other-general

### Company Description

Strategically located in the heart of the IT corridor- Novotel Bengaluru Outer Ring Road brings to you different categories of beautiful rooms that are sleek and contemporary designed, full of modern day amenities suitable for your stay. In proximity to numerous IT parks and corporate hubs notably- Ecospace Business Park, Prestige Techpark, Cessna Business Park, Salarpuria Techparks- Novotel Bengaluru Outer Ring Road offers the perfect residence to travelers across the globe.

Nearby to corporate offices- JP Morgan, Accenture, Honeywell, Deloitte and many more along Sarjapur Road and Marathahalli, Novotel Bengaluru Outer Ring Road brings to you seamless benefits of hosting events and conferences in well-equipped meeting spaces.

Bengaluru, besides the Silicon Valley of the country, is close to some of the most significant historical and leisure destinations in South India- Mysore, Coorg, Goa, Munnar, Ooty, Pondicherry to name a few among the long list of leisure destinations.

### What is in it for you:

Employee benefit card offering discounted rates in Accor worldwide for you and your family

Learning programs through our Academies designed to sharpen your skills

Ability to make a difference through our Corporate Social Responsibility activities, like Planet 21

Career development opportunities with national and international promotion opportunities.

### **Why work for Accor?**

Do what you love, care for the world, dare to challenge the status quo! **#BELIMITLESS**

#### Job Description

##### Duty Manager

Conduct daily briefings and ensure that all pertinent information is well received by team members

Manage and supervise all tasks of his/her staff to ensure that highest quality service is delivered and department standards are met

Review, analyze and suggest improvement of work flow and standards at the Front Desk

Analyze rate variance report to ensure rooms revenue control, approve discounts and rebates

Communicate with Front Office Manager on all matters regarding guest services & hotel operations

Ensure documentation of all guest related issues using the logbook

Sign media and supervise shift handover procedures

Coordinate and communicate with other hotel departments as required regarding general administration and operations issues

Provide management presence at all times by assisting with the handling of guests' needs and complaints tactfully and efficiently

Assist Guest Relations in greeting, rooming, and sending off guests

Inspect front of house and back of house regularly for cleanliness and orderliness

Ensure that front line staff complies with marketing techniques and maximizes sales

Check billing instructions, monitor guest credit and act upon any discrepancies

Coordinate full house situations and makes all necessary arrangements to handle

overbooking and pledge relocates

Ensure procedures of On-Call Valet Desks and driveways are manned at all times and run efficiently

Ensures the Safety, Security and Loss Control policies and procedures are compiled with at the lobby and driveway. Handle and manage hotel emergencies.

Conduct Night Audit Process for hotel

Provide department orientation and training of the hotel service standards, procedures and programs

Constantly monitor team members' appearance, attitude and degree of professionalism

Motivate and provides a work environment which brings out the best in team member.

Maintain complete knowledge of all food & beverage services, outlets and hotel services/features

Be fully conversant with hotel fire & life safety/emergency procedures

Attend all briefings, meetings and trainings as assigned by management

Report for duty on time wearing clean and complete uniform at all times

Maintain a high standard of personal appearance and hygiene at all times

Perform other reasonable duties assigned by the Management of the Hotel

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