

POSITION DESCRIPTION

Star Mountain Properties & Investments Limited

AM6015 - Senior Duty Manager

Star Mountain Properties and Investments Limited (SMPIL) is the investment vehicle of the OK Tedi Landowners Royalty Investment Trust (OTLRIT). OTLRIT is one of the leading Landowner Trusts in PNG and is owned by more than 6000 beneficiaries of the 10 mine villages. Due to a recent acquisition in Australia and PNG, the Group requires qualified and experienced manpower.

SMPIL is inviting exceptional candidates to apply for this senior role. This position is based in Madang.

SENIOR DUTY MANAGER

The Senior Duty Manager is responsible for the success of the Hotel operations, for ensuring guest satisfaction and product quality standards are met to achieve a friendly atmosphere of superior guest service and product quality. Displays exemplary performance for staff to follow.

Key Responsibilities:

- Acts as manager on duty for hotel and manages front desk operations/ responsible for hotel operations
- Ensures front desk staff are trained in all front desk operations, including check-in/check-out procedures, telephone procedures, hotel amenities and computer systems
- Ensures front desk staff is trained in and follows financial control procedures for cash, vouchers, inventories and receivables
- Oversees conferences/banquets setups to the expected standards of the hotel
- Provide regular training to the employees
- Produce accurate reporting as directed by the General manager on time
- Assists with F&B service during busy time
- Knows local health and safety codes and regulations that apply to the hotel
- Recognizes and corrects potential safety hazards in the hotel, such as broken doors or railings, fire hazards, etc
- Maintains physical product standards by managing preventive maintenance programs and by scheduling deep-cleaning activities in co-operation with other departments (e.g. HK & Maintenance)
- Ensures ongoing staff and employee involvement in preventive maintenance programs. Protects the interests of the hotel during capital projects
- Has an acceptable property quality audit
- Periodically inspect rooms, building exterior, parking lot, etc
- Regular Briefing with the staff and training
- Do the bar variance at 10am daily, ensure bar sales/stocks monitored/controlled
- Handover and take over.

Expected Competencies:

- Bachelor's Degree in Hotel Management
- Minimum 10 years` related experience in star class hotel
- Mature with good communication and strong leadership skills
- Acts as manager on duty for hotel and manages front desk operations/ responsible for hotel operations
- Ensures front desk staffs are trained in all front desk operations, including check-in/check-out procedures, telephone procedures, hotel amenities and computer systems
- Computer literate with experience in word and excel
- Hand on position
- Reporting directly to Hotel GM

- Recognizes safety and security of the hotel
- Knowledge in F&B, HK is essential.

APPLY NOW

Please visit our website: <https://vanguard.com.pg/vacancies/>

Complete the application form and follow the website instructions to forward to us including a detailed CV and three current referees. A full PD can be requested from our office.

Alternatively, please call us on (+675) 7500 7500 or email recruitment@vanguard.com.pg

Applications close COB Friday 29th July 2022

Only shortlisted applicants will be contacted

To apply for this position:

- Download and complete the Application Form from <http://www.vanguard.com.pg>.
- Email the application to recruitment@vanguard.com.pg together with a copy of your CV in MS Word format.

Note: Do not include copies of any other documents. You will be asked to provide the originals of certificates etc if you are selected for Interview