

## **Job Description**

**Job title:** **Night Manager**

**Purpose of job:** To ensure the smooth, safe, efficient running of the hotel at night. Produce nightly business done statistics.

**Responsible to:** Deputy General Manager  
General Manager

**Responsible for:** Night Porters  
Night Cleaners  
Night Stewards  
Night Auditor

### **Main Duties:**

- To reflect and enhance the hotel's Mission Statement and objectives in all activities.
- To supervise and direct all night staff.
- To read all restaurant and bar tills.
- To ensure all functions are looked after at night.
- To ensure all meeting rooms are set up to the agreed standard for the following morning.
- To ensure all guests are served food and drink as requested.
- To ensure all of the hotel is locked.
- To ensure all keys are signed in and locked away in the safe each evening.
- To do the night audit on fidelio.
- To complete any revenue analysis as required.
- To ensure we maximise all potential revenue.
- To "book out" guests to another hotel if in an over-booking situation.
- To complete all relevant statistics.
- To ensure the safety of all guests at night time.
- To be fully familiar with the fire procedure and to evacuate the hotel in an emergency situation.
- To resolve any problems, queries or complaints as they arise.
- To handle any emergency situations as laid down in the management game plan.
- To do duty management shifts as and when required.

- To ensure the total smooth running of the hotel in the evening.
- To ensure all the staff are on duty at specified times in the morning.
- To assist on reception or on the early duty management shift when the hotel is very busy.
- To ensure all refrigerators and bars are locked each evening.
- To ensure all areas are cleaned each evening.
- To report any maintenance or health hazards.
- To attend any meetings as and when required.
- To compile any reports as requested by the General Manager/Deputy General Manager.
- To do a nightly passover with the early duty manager.
- To ensure the game plan manual is constantly updated.
- To promote good team relations at night, ensuring fairness and consistency in all dealings with team members.
- To adhere to all Human Resource Management procedures.
- To ensure guest histories are kept and used at all times.

The above list of duties is not exhaustive and can be added to at any time in the future.

I have received the above job description and have a clear understanding of my job responsibilities:

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Name: \_\_\_\_\_