

## **Eastwood Park Ltd**

### **Job Description**

1. **Title:** Hotel Operations/Services Manager
2. **Post No:**
3. **Accountable to:** Commercial Director (Venue Business)
4. **Accountable for:** Directly for: Food and Beverage Manager, Head Housekeeper and Reception Manager.  
  
Indirectly: All Catering, Bar, Housekeeping and Reception staff.

#### **5. Summary of Responsibilities:**

- a. Responsible for the overall Eastwood Park (EWP) hotel services (Food and Beverage, Housekeeping and Reception) development and enhancement including the profitability, delivery, quality assurance, administration and accreditation, if appropriate, of the services offered.
- b. Responsible for the management of the resources used in the provision of EWP's hotel services including: allocated budgets, staff, equipment and external suppliers.
- c. Responsible, in conjunction with the Facilities Manager, for the Health and Safety of self and all staff, customers and visitors involved in activities within the 'Hotel' area.

#### **6. Main Duties and Responsibilities:**

- a. To identify, develop and deliver, within own area of expertise, EWP's Hotel Services in accordance with EWP's Business Plan and Strategic Objectives.
- b. To develop the existing hotel services, in conjunction with the Sales and Business Development Manager and the Head of Marketing, through continuous service enhancement, development and, where appropriate, accreditation.
- c. To implement health and safety policy, evaluation and appraisal procedures to assure the safety and quality of the hotel services offered.
- d. To ensure, through monitoring and review, the effectiveness of the systems and resources (including budgets) used in the delivery of all hotel services.
- e. To motivate, manage, review and develop the Food and Beverage Manager, Head Housekeeper and Reception Manager, and indirectly all Catering, Bar,

Housekeeping and Reception staff to ensure full utilisation, safe and effective performance and continuous improvement.

- f. To assist the Sales and Business Development Manager and the Head of Marketing to sell and promote the EWP hotel services provision and provide clients with the necessary customer care in conjunction with EWP's Customer Relations Manager.
- g. To assist the Sales and Business Development Manager and the Commercial Director (Venue Business) with the preparation of business quotations, tenders and submissions, as related to EWP's hotel services provision.
- h. To manage the Hotel Services budget and assist the Commercial and Finance Directors with financial and business planning and forecasting, as related to EWP's hotel services provision.
- i. To deliver Hotel Services within areas of own expertise, as required.
- j. To maintain and develop internal and external links in order to inform and influence the operation and development of the EWP hotel services and to secure adequate and up-to-date resources are available to deliver the services.
- k. To maximise on revenue opportunities and take a proactive and consistent approach to stock, cost and labour controls.
- l. To drive a customer centric culture, ensuring that every team member delivers the highest standards of service at all times.
- m. To operate in a way that is commensurate with Eastwood Park's vision and values and compatible with the needs of the business.
- n. To undertake any other duties, appropriate to grade, as may be required for the optimum efficiency of the business, including working within other areas and departments.
- o. To have regard at all times for the health and safety of self and others by adhering to safe working practices and conduct, and EWP's Health & Safety Policy.

**7. Experience and Qualifications:**

- a. A proven record of success in a management position within hotel operations, specifically Front of House, Food and Beverage and Accommodation.
- b. Previous experience of motivating, managing and developing a team.

- c. Friendly and confident with a positive can-do attitude and a strong focus on team work and guest experience, leading and motivating your team to deliver exceptional standards.
- d. Good financial awareness and experience in managing costs and identifying sales opportunities.
- e. Sound knowledge of health and safety practices and legislation.
- f. An open and effective approach to communication.
- g. Highly organised and with the greatest attention to detail.
- h. Food Hygiene Level 3 qualification.
- i. Health and Safety qualification.

**Footnote:**

This job description is not intended to be an exhaustive checklist of tasks but rather an outline of principal responsibilities. It will be reviewed from time to time with the job holder.