

Duty Manager – Afan Lodge

Afan Lodge is a well-established and highly regarded hotel located in the picturesque Afan Valley. Its hotel is popular with cyclists and walkers looking to explore the beautiful area. They are a small community run hotel offering breakfast, lunch, afternoon snacks and dinner, and are looking for a **Duty Manager** to join their team.

As a Duty Manager, you will play a pivotal role in ensuring the smooth operation of the hotel during your shifts. You will oversee various departments, manage staff, and uphold the high standards of service that their guests expect.

Salary: Depending on experience, starting at £12.50 per hour.

Hours: 30 hours per week, must be able to work evenings and weekends.

Responsibilities

- Supervise the day-to-day operations of the hotel, including reception, housekeeping, and the restaurant.
- Coordinate with department heads to ensure efficient workflow and resolve any issues that may arise.
- Handle guest inquiries, concerns, and complaints in a professional and timely manner.
- Monitor inventory levels and assist in ordering supplies as needed to maintain adequate stock levels.
- Conduct regular inspections of hotel facilities to ensure cleanliness, safety, and compliance with regulations.
- Provide guidance and support to staff members, fostering a positive work environment and encouraging teamwork.
- Assist in the implementation of hotel policies and procedures, ensuring adherence by all staff members.
- Act as a point of contact for emergencies and escalate issues to senior management as necessary.

Skills

- Previous experience in a supervisory or management role within the hospitality industry, preferably in a hotel setting.
- Strong leadership, communication and customer service skills.
- Excellent decision-making and problem-solving skills, with the ability to remain calm and composed under pressure.
- Full flexibility to work various shifts, including nights, weekends, and holidays.