

A DE Resort Hotel Position Description

POSITION TITLE: Property General Manager / Inn Keeper

DATE PREPARED/UPDATED: August 2009

REPORTS TO: Owner

POSITION STATUS: Year Round, full time. Management position.

PRINCIPAL FUNCTIONS

As part of the DE Resort Hotel and Management Company (DERH), this is a pivotal position with broad reaching responsibilities. It is the backbone of the entire operation for any property owned by DERH. This position is the right hand to the owners, and reports directly to the Owner. This extremely important and essential role requires the establishment, cultivation, management and maintenance of lodging operations in every phase and department. This includes but is not limited to: maintenance, reservations, front desk, housekeeping, laundry, facilities, grounds, landscaping, retail, dining, PR, Reservations and concierge. Morning breakfast buffets, afternoon wine and cheese, training, employees, accounting, marketing, sales, banking, overall property appearance, purchasing and so much more.

REQUIREMENTS

- High school graduation is required. A college or university degree or diploma in hospitality management is desired. A working knowledge of accounting, computer and hotel principals is a must. Experience in this field as well as proven excellent performance in resort operations could take precedent over education. Excellent guest service, written and verbal skills, and good judgment, and fiscal responsibility are mandatory.

PRINCIPAL DUTIES

- Assure excellent Guest Service
- Hire, train, coach, schedule and oversee employees
- Completes all assignments and duties as assigned / required task on a timely and professional manner.
- Using marketing tools available and creating opportunities, develop and create professional, resort specific collateral (may require creation and/or refinement of employee manuals, checklists and marketing material) for distribution to employees or any/all prospective guests.
- Answer promptly, clearly and accurately, all questions and inquires regarding our lodges to guests and marketing professionals as needed.
- Oversee all facets of reservations (phone and on-line), check-ins/outs, guest questions, marketing, (E) mailings, housekeeping, in room honor baskets, vending, sundry sales, maintenance, landscaping, snow removal, etc....
- Initiate, maintain and oversee GDS', public web pages and blogs, web page and book-ability, SMS rates and packages to optimize our exposure, Yield / revenue management and sales.
- Oversee our wholesale contracts to optimize selling and exposure.
- Hire, document, coach, train and terminate (with initial owner approval) all employees. Upkeep of incentive programs, guest service levels, etc....
- Guest letters, resolve guest concerns immediately, and keep our lodges in the best public lights.
- Any and all assigned duties and assist owner/GM with all areas as needed.
- Develop other letters and forms of correspondence, as needed.
- Develop a calendar of activities.
- Organize, coordinate and attend all town events as needed in place of owner.
- Ensure units are ready for arrival by checking the housekeeping, maintenance and inventory levels of FF&E.
- Arrange for amenity when appropriate, pre-arrival and contact guests when appropriate during their stay
- Will be the key contact for TA's and wholesalers with questions about their monthly statement and over see billing and payments.

- Collect and solve all housekeeping and maintenance concerns that guests have with their unit. In addition, perform twice monthly, a unit inspection for each unit with the housekeepers to ensure they meet established standards for maintenance, housekeeping and inventory levels.

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PRINCIPAL DUTIES, Continued

- Oversee Housekeeping entirely
- Oversee Maintenance, facilities and grounds entirely
- Communicate new projects and ideas with Owner
- Responsible for all facets of the lodge
- Oversee and work with Laundry and laundry employees to ensure quality of service and maintenance of linens.
- Work closely with Restaurant/Cafe and F&B personnel to ensure good cross selling, merchandising, and guest service from F&B to hotel

Special Skills / Equipment

- Community involvement, service groups, chamber of commerce, etc.
- Must innately possess high levels of initiative with strong communication and people skills. Must have the ability to communicate and meet the needs of our diverse group of people in an ongoing and professional manner, representing the interests of our hotels, restaurants, outlets, Spa and related entities.
- Must be extremely organized and have the ability to work efficiently, effectively and independently to do well in this position. The ability to work on many tasks at the same time as well as being able to meet timelines and deadlines is critical.
- Must learn, understand and be completely knowledgeable of hotel law, rules and regulations as well as accounting principals and SMS system.
- Computer skills are essential including advanced Word, Excel, e-mail and a newsletter or publishing program. It is also essential to have strong working knowledge of the Springer Miller (SMS) property management system (reservations, owner accounting, etc.) or other property management system in use at the resort.
- Other computer skills would be an asset. Knowledge of Microsoft PowerPoint and Project would be very helpful.
- Special event organization and coordination skills.
- Creative / professional writing skills.
- Excellent language and phone skills.
- Excellent sales skills
- Excellent knowledge of hotel and resort operations, property management operations, as well as high level of corporate knowledge with regards to company lodging goals and mandates is a definite asset.

Physical Requirements

- It is important to understand that this position will require extremely varied working hours that may include some evenings, weekends and some long days.
- Reasonable fitness is required in order to move about the resort and lodges easily.

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Contacts

- All resorts operational divisions. Most contact will be had with the GM, housekeeping, maintenance, reservations and front desk.
- Employees
- High guest contact.
- Operations Manager.
- Corporate contact with other departments and employees.
- Problem solving for immediate fix and long-term solutions a must

Indicate typical sources of support of solving problems: Self (common sense, logic, extensive industry background, etc.), other GM, industry contacts, front office personnel, sales and marketing employees and several hourly and lower level management employee whose judgement displays notable insight.

External contacts

Guest contact by telephone (information/service provider & dispute resolution), local lodging/reservation personnel (information exchange), travel industry personnel with whom we have contractual agreements, (information exchange), wholesaler, The Mammoth Mountain personnel, and others.

Working conditions:

Describe job requirements that cause hazards, physical that cause hazards, physical or mental strain and fatigue and /or feeling of pressure and stress.

Mental fatigue and stress can occasionally be brought on in an attempting to resolve guest disputes, meet deadlines, and interact at an optimum level with both hourly and management staff.

Supervision: Indicate supervision ordinarily required for this position.

- Immediate - Incumbent performs simple repetitive duties. Specific instructions provided daily.
- Close - Incumbent operates alone on routine work.
- General - Incumbent plans, arranges and prioritizes own work, consulting with supervisor infrequently for guidance on unusual or highly complex problems.
- Limited - Broad objectives are outline. Work is judged on overall results.
- No supervision- Incumbent sets up own standards of performance and objectives. Work is reviewed only consultation and agreement with senior management.

This job description only covers the primary functions and responsibilities of the position. It is in no way to be construed as an all encompassing list of duties. The receipt of this job description is not a binding agreement and is subject to change.

Position Compensation Outline:

Pay:

- **\$33,000.00 - \$38,000.00 to start based on property location and size and experience. Continuous feedback with annual performance reviews. Annual cost of living and pay scale reviews. This position is eligible for bonus (profit sharing) or ownership accrual.**

Benefits:

- **Employee medical and Dental are available as policy outlines, separately. Employee must be and remain employed full time for coverage to be effective. Employee must work 6 full months at full time for coverage at hire or for re-instatement. Once instituted, health insurance will be paid for up to 100% or \$250.00 of premium, whichever is higher. Immediate family members may be purchased at additional cost, paid by employee payroll deduction.**
- **PTO: Personal Time Off**
It is the nature of the hospitality industry to work holidays. As such, DERH allows PTO to be used for vacation, sick days, holidays or holiday make-up days. See Separate PTO outline
- **Bonus paid 90 days after end of fiscal year, based on profit margin. See Bonus Information for more information.**