

MIDLANDS PARK HOTEL

Job Description

Position	Leisure & Health Club Manager
Department	Management
Reports to	Operations Manager / General Manager

The Leisure & Health Club Manager is responsible for the operation and development of their department. Ensuring delivery of Excellent Customer Service, achieving company objectives and financial returns that meet budget. The Manager is expected to have vast knowledge of their department and strong organizational and leadership skills.

Key Duties:

- Live to and embody the values of the business.
- Strong leadership skills
- High level of responsibility and accountability
- Strong management and organizational skills
- Excellent revenue management skills with experience of budgets, P&L's, and forecasting.
- Open and honest communication skills with teams, management, and the General Manager.
- Proactive approach to dealing with staff
- Proactive approach to dealing with seen and unforeseen challenges
- Maintaining, updating, and recording of team one to ones, training, and other employee records to be supplied to Human Resources.
- Adhering to Deadlines & Targets

Responsibilities:

- Lead by example to motivation across all staff, live to our values and provide a team spirit within the department and hotel
- Responsible for performance and commercial success
- Manage, directly and through the team, the recruiting and training of staff with support from HR.
- Hold regular staff meetings/performance reviews and maintain records accordingly
- Formulate and monitor realistic performance and customer service measures
- Manage, monitor, and report on the actual financial results to budget
- Ensure robust control procedures to meet budget
- Establish departmental performance targets, monitor, and report success
- Maintain necessary financial records and statistics
- Ensure the department operates efficiently and on budget
- Maintain the buildings, agree, and record maintenance and housekeeping standards.
- Ensure equipment is in a safe condition and maintained or replenish as needed.
- Demonstrate excellent customer service by example
- Maintain good relationships and liaise professionally with all stakeholders.
- Drive Sales, Promotion and Marketing activities to exceed targets
- Provide a range of commercial income generating sports activities
- Deliver an agreed programme of sports activities to support high season/low season

- Demonstrate through your behaviour and attitude the importance of the company vision and mission by exemplifying the company values.
- Demonstrate through your behaviour and attitude the importance of compliance with Health and Safety legislation for both staff and guests.
- Developing and Implementing strategies that will ensure a positive experience that exceeds guest's expectations
- Establish and maintain standards for staff performance and customer service
- Maintaining and resolving all cashiering issues in a timely manner in line with the finance departments requirements.
- Fully responsible for all cashiering discrepancies, accuracy of floats and investigations. Adherence to tills balanced per shift. All waste figures inputted into the POS system daily. All figures must be explained and accounted for.
- Reviewing employee behaviour, appearance, and performance
- Carry out Departmental Training when required
- Conducting daily meetings to ensure that all the team are updated on any challenges or training required.
- The Leisure & Health Manager should have an excellent level of commercial awareness, who can build and maintain relationships with internal and external guests. Also responsible for highlighting short/medium/long-term issues to the General Manager / Operations Manager and to help formulate solutions.
- The Leisure & Health Club Manager is also required to assist in the preparation of the annual budgeting and monthly forecasting processes and adhere to the deadlines set.

Main Duties:

- Fully responsible for all aspects of the Health & Leisure department.
- Support and work with the Operations Manager/General Manager in all aspects of running the Midlands Park Hotel.
- Ensure the department is fully complying with all Health & Safety Measures.
- Conduct and attend regular team meetings with all the HOD daily / weekly to discuss routine operational matters, sales targets, Review Pro feedback / Online feedbacks, and action taken for service recovery, and also any staff issues.
- Ensure SOP implementation in the department and check the same during routine operational checks. Operations Manager /GM guidance to be taken wherever required.
- Monitor the purchase / indent / requisitions of the department, the accounts receivable (collection from debtors) and the accounts payable (payable to the vendors / suppliers etc).
- Making sure the Health & Leisure Centre is maintaining the high standards in cleanliness, ambience, service readiness, staff grooming, etc.
- Assessing and reviewing customer satisfaction and service recovery process.
- Work with Operations Manager/General Manager to review & train the staff to upkeep the Staffing needs of the department.
- Identifying staff learning needs and assisting with development
- Providing timely and constructive feedback to all direct reports as and when required either formally or informally.
- Be on available on call 24 hours a day to resolve any *urgent problems on emergencies*.
- Responsible for the overall management of the Health & Leisure Centre.

- Acting as Duty Manager if required
- Any other duties assigned.

I have read and understood what my duties and responsibilities are.

Employee Signature

Date

Manager Signature

Date