



## **EMPLOYMENT JOB SPECIFICATION: GUEST HOUSE MANAGER**

CLERMONT LODGE: 2339 P Tshabalala Avenue, Clermont - Durban

### **1. Requirements**

- Tertiary Qualification preferably in the Travel & Tourism or Hospitality Industry (Diploma or Degree)
- Advanced Computer literacy
- A valid driver's licence
- Nguni (Zulu, Xhosa, Ndebele etc.) speaking and English
- Preference would be given to candidates within the Clermont Area and Surroundings

### **2. Job key attributes**

- Customer Service
- Cleanliness and hygiene
- General house maintenance
- Finances and stock control
- Managing staff
- Computer & Information technology
- General Administration

### **3. Duties:**

#### **3.1 General duties of a manager**

- Use the daily/monthly checklist at end of shift to check if housekeepers (cleaners) are doing the work effectively.
- Ensure room brochures are updated according to latest information.
- Ensures maintenance is of top priority i.e. exterior lights, water leaks, plumbing issues, painting, welding, weeds etc.
- Ensure petrol/oil is available and generator is always ready for operation. Ensure staff is all trained to start and stop the generator.
- Check cameras, especially if there is suspicion or query at hand at least once a week
- Update and print out the workers shift schedule/timetable.
- Check stocktaking to ensure there is no theft or loss of stock.
- Buy groceries for the lodge, outside yard, car wash, kitchen, bar & check the trend on grocery consumption
- Check the condition of sheets/ linen/ mats/ curtains and towels and take them for repairing if need be. (Assign housekeepers to put aside torn sheets or linen). Buy replacements if need arise.
- Check and buy electricity for lodge.
- Computer server up to date with latest information
- Check and ensure capturing of missing/ broken/ stolen items for guests or employees to pay.
- Do money deposits for the business including on weekends. Slips for deposits to be kept.

#### **3.2 Administrative duties of a manager**

- Create quotes and invoices for guests.
- Check e-mails and respond to them.



- Employment sheet update.
- Capture and update the finances folder (cash flow, expenditure, deposits and bank statement) of lodge and inn.
- Ensure that the expenditure slips are safely captured and pasted in the expenditure book provided. From this: income statement on a monthly basis to be done.
- Check if speed point slips are correctly captured and pasted in the slips book provided.
- In charge of filing
- Leave capturing of the employees and creation of payslips.
- Draft warning for employee in cases of misconduct. Ensure employee replacement is available and trained in case of employee dismissal or leave.
- Research about more effective ways of marketing and helping in improving data capturing of the organization.

### **3.3 Other duties of a manager**

- Check if staff do bookings and answer phone calls - Attending to guests
- Company work related issues attend to community meetings, municipality etc.
- To take charge / responsibility for Health & Safety of staff and guests
- Organize development or training courses for staff i.e. generator operation, computer literacy, first aid, safety, fire, bed fit etc.
- In charge to update social media and advertising i.e. Facebook / OLX/ Gumtree / Tripadvisor/ Google maps, Booking.com, Travel ground etc.
- In charge of uniforms for staff and name tags are worn.
- Undertake any other duties as may be required from time to time.
- Available 24hrs on standby