

ShieldHOTELS

Position Title: Assistant General Manager

Reports To: General Manager

Date Written/ Revised: 3/21/2025

Position Purpose:

Represent Executive Offices to hotel guests and employees. Handle guest complaints. Respond to emergency situations. Inspect hotel public areas and monitor hotel employees to ensure compliance to all procedures established by management.

Examples of Duties:

- Respond to hotel emergencies immediately in a calm and effective manner consistent with hotel emergency procedure policy. Response could involve, but is not limited to running up/down 5+ flights of stairs past and around obstacles. Color vision is critical in determining nature of the alarm.
- Field guest complaints, conducting thorough research to develop the most effective solutions and negotiate results. Listen and extend assistance in order to resolve any problems that may arise. Maintain a professional appearance and demeanor at all times. Remain calm and alert especially during heavy hotel activity involving working rapidly and effectively undertime pressure for 8 consecutive hours.
- Monitor hotel staff in all departments to ensure that all procedures are being adhered to as established by management. As necessary, step into operating department and delegate or physically participate in duties essential to expediting problems and delays most effectively. Utilize computer system to access and input information. Activities involve lifting and or moving heavy objects, walking/standing for long periods and working in undesirable conditions. (See abilities).
- Inspect all physical aspects of the hotel's appearance on a continual basis in accordance with standards established by hotel management. Inspections require,

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but not limited to, bending, stooping, reaching, climbing and kneeling.

Immediately report all safety hazards or items in need of attention to appropriate departments

- Handle noise complaints, credit problems, employee conflicts, guest relocation, and rejection of undesirable in conjunction with hotel security force utilizing diplomacy and good judgement.
- Ability to communicate all significant incidents/accidents in clear English language, utilizing excellent business writing skills
- Compile reports regarding hotel incidents, accidents, etc

Other:

- Regular attendance in conformance with the standards, that may be established by Shield Hotels from time to time is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the Hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.
- Upon employment, all employees are required to fully comply with Shield Hotels rules and regulations for the safe and efficient operation of Hotel Facilities. Employees who violate Hotel Rules and Regulations may be subject to disciplinary actions, up to and including termination of employment.

Specific Job Knowledge, Skills, and Abilities:

- Ability to use computer keyboard, telephone, and electronic equipment to meet requests effectively.
- Ability to communicate all significant incidents/accidents in clear English language, utilizing excellent business writing skills.

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- Considerable knowledge of all departments' functionality, hotel facilities/services, as well as city and current events
- Excellent verbal communication skills.
- Good hearing and visual ability in order to detect signs of emergency.
- Ability to grasp, carry, and operate hand held communication device weighing 5 lbs. for up to 8 hours consecutively.
- Ability to walk/run up/down 5+ flights of stairs past/around obstacles and walk or stand for 8 consecutive hours.
- Ability to stand/walk outdoors in conditions of extreme heat or cold, fumes, dampness, noise and slippery surfaces; bending, stooping, kneeling, reaching and climbing.
- Ability to push/pull cart/table weighing up to 150 lbs.; grasp, lift to waist and carry items weighing up to 50 lbs.

Grooming Standards:

All employees must maintain a neat, clean and well-groomed appearance in line with handbook standards, as well as food and beverage health and safety standards.