

Australia Jobs Expertini®

Full Time - Duty Manager

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Company: Marriott

Location: Melbourne

Category: Other-General

Job Number 22206143 **Job Category** Rooms & Guest Services Operations **Location** The Ritz-Carlton Melbourne, 650 Lonsdale Street, Melbourne, Victoria, Australia **Schedule** Full-Time **Located Remotely?** N **Relocation?** N **Position Type** Management **THE RITZ-CARLTON, MELBOURNE, TO DEBUT IN MARCH 2023** We are thrilled to announce the opening of **The Ritz-Carlton, Melbourne**, in March 2023. Set to redefine luxury in the city, the hotel's extraordinary design, exceptional experiences and breathtaking views present a stunning new landmark to the Melbourne skyline.

Designed with materials inspired by the unique stories of the city, guests will enjoy luxury accommodation, signature dining experiences, holistic wellness spaces and an iconic infinity pool, as well as world-class meeting and event facilities and services. The Ritz-Carlton Melbourne is looking for a **Duty Manager** to join the team on a **Full-Time** basis.

JOB SUMMARY Serves as the property Manager on Duty and oversees all property operations, ensuring that the highest levels of hospitality and service are provided. Represents property management in resolving any guest or property related situation, including the tracking of service issues.

Manages the flow of questions and directs guests within the lobby. **Education and Experience** + High school diploma or GED; 4 years' experience in the guest services, front desk, housekeeping, or related professional area.

Expert in Opera System. OR + 2-year degree from an accredited university in Hotel and Restaurant Management, Hospitality, Business Administration, or related major; 2 years' experience in the guest services, front desk, housekeeping, or related professional area.

Expert in Opera System. ****CORE WORK ACTIVITIES**** + Supporting hotel operations and guest relations needs + Maintains a strong working relationship with all departments to support property operations and goals and to expedite the resolution of any problems that may arise through the general operation of the property.

+ Communicates any variations to the established norms to the appropriate department in a timely manner. + Sends copy of MOD report to all departments on a daily basis.

+ Strives to improve service performance.+ Ensures compliance with all policies, standards, and procedures.

+ Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement. ****Supporting Profitability Goals****+ Understands and complies with loss prevention policies and procedures.

+ Reviews staffing levels to ensure that guest service, operational needs and financial objectives are met.+ Reviews financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.

****Managing the Guest Experience**** + Intervenes in any guest/associate situation as needed to ensure the integrity of the property is maintained, guest satisfaction is achieved, and associate wellbeing is preserved. + Empowers associates to provide excellent customer service.

+ Provides immediate assistance to guests as requested. + Serves as a leader in displaying outstanding hospitality skills.

+ Sets a positive example for guest relations. + Responds to and handles guest problems and complaints.

+ Ensures associates understand customer service expectations and parameters. + Interacts with customers on a regular basis throughout the property to obtain feedback on quality of product, service levels and overall satisfaction.

+ Participates in the development and implementation of corrective action plans to improve guest satisfaction. + Records guest issues in the guest response tracking system.

****Perks, Rewards, Motivations**** + The best hotel training opportunities produced independently by ****The Ritz-Carlton Melbourne**** and internationally recognized training programs by Marriott International. + Access to Marriott's award-winning Live Fully Rewards Program + Discounts on hotel rooms including all properties within the Marriott International group, for you and your family & friends.

+ Discounts on food & beverage across all our hotels.+ Recognition programs to keep you motivated.

+ Wellbeing & mindfulness programs to ensure you stay healthy.+ Employee Assistance Program + Dry cleaning or work clothes_ Marriott International is an equal opportunity employer.

We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.

_ At more than 100 award-winning properties worldwide, The Ritz-Carlton Ladies and Gentlemen create experiences so exceptional that long after a guest stays with us, the experience stays with them. As the premier worldwide provider of luxury experiences, we set the standard for rare and special luxury service the world over.

We invite you to explore The Ritz-Carlton.

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