

Job Description for: Duty Manager (Seasonal)

Reports to: Front Desk Manager

Employment: Full Time Seasonal

Duties and Responsibilities:

Centres Pre Season Duties

- Assist in the organization of all Front Desk staff for all pre season duties
- Assist in coordination of key, telephone and locker checks
- Assist in coordination of building map check and updates
- Update and maintain building information and Building Manager list, hot tub list and telephone list
- Assist in coordination of organization of keys drawers, all pertinent Front Desk information and creation of necessary files and folders
- Collect and make initial count of Front Desk floats
- View all unit types and buildings in rental pool
- Develop a good understanding of village layout and be able to give directions to all units in rental pool
- Any other reasonable request as made by a Central Reservations Manager

Front Desk

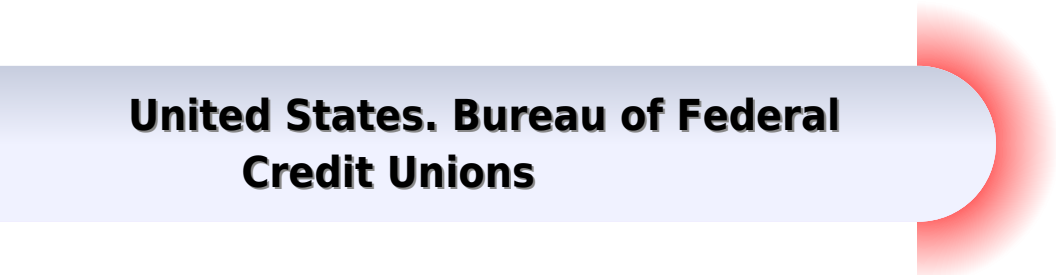
- Oversee daily Front Desk duties and activities
- Supervise Front Desk staff, including Front Desk Agents, Night Auditors and Bellmen
- Assist with scheduling of Front Desk staff
- Troubleshoot all guest issues and problems
- Determine and process all guest compensation issues
- Inform Reservations Manager or General Manager of any major issues and process any compensation agreed by Reservations Manager or General Manager
- Ensure open communication with owner, group, wholesale and shuttle departments and ensure all pertinent information is given to the individual departments
- Assist with Direct, Wholesaler and Group Guest Check In and Check Out and ensure all correct procedures are followed
- Assist with making walk in direct reservations
- Ensure all bookings made adhere to Big White Central Reservations payment and cancellation policies
- Assist in making shuttle bookings and ensure all pertinent information is collected and shuttle schedules and policies are adhered to
- Ensure high level of customer service is maintained at all times by all Front Desk staff
- Assist with cash, credit card and debit card payments when necessary
- Assist with all incoming telephone calls to Front Desk lines
- Assist guests with all questions and reasonable requests
- Ensure accurate information is provided to all clients with respect to all Big White and Central Reservations products
- Assist Front Desk Agents with daily shift audit and ensure all audits are correct
- Check and organize Bellman for portage and Buses
- Organize 24 hour Transpo call backs

Other

- Maintain clean and tidy appearance of all Front Desk staff
- Ensure Front Desk area is clean and tidy at all times
- Any other reasonable requests as made by a Central Reservations Manager

Hotel Manager On Duty Manual Guide

**United States. Bureau of Federal
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Manual, Or Guide Book for the Administration of the Discipline of the African M.E. Church Alexander Walker Wayman,1886 *The Hotel Monthly* John Willy,1925 **Management's Handbook** Leon Pratt Alford,1924 *Forensic Medicine: Prep Manual for Undergraduates - E-Book* RAGHVENDRA BABU YP,2016-06-22 *Forensic Medicine Prep Manual for Undergraduates E Book* **West Virginia Legislative Hand Book and Manual and Official Register** ,1918

Federal Credit Union Handbook United States. Bureau of Federal Credit Unions,1953 *Handbook for Federal Credit Unions* ,1949 **Lowe's Transport Manager's and Operator's Handbook 2022** Glen Davies,David Lowe,2022-02-03 The United Kingdom has experienced the biggest changes to its freight and transport regulations in a lifetime Understand the complete rules and processes governing the UK s road transport operators with this guide including those that have changed with Brexit Lowe s Transport Manager s and Operator s Handbook 2022 offers a complete overview of the operational rules and guidelines governing the UK s road transport operator This book contains all the relevant legal and technical information required to run a compliant safe and efficient transport operation It includes all the latest changes to the rules and processes including those governing the transportation of goods between Great Britain and the EU following Brexit This fully updated 52nd edition remains an essential resource for transport managers fleet operators owner driver hauliers and those working in the sector It covers all aspects relating to goods vehicles and their operators from vehicle registration maintenance and load management including abnormal and dangerous loads to professional competence operator training and driver testing Road traffic law is explained alongside how to ensure safety on the road and at work Meeting operating standards keeping up to date with the latest industry changes and complying with the law all while running sustainable transport operations has never been simpler with the help of this guide The Manual of Occupations Rutherford Hayes Platt,1927 Handbook for Federal Credit Unions United States. Bureau of Federal Credit Unions,1964 *Manual of Liability Insurance, Containing the Rules, Instructions, Rates and Classifications Adopted by the Conference of Liability Companies, and Amended to January 1, 1905, Together with Standard Policies for All Forms of Liability Insurance, Also, Employers' Liability Policies of Individual Companies* ,1907 **Case Book on the Elements of Bankruptcy Law for the Use of Students** Harold Remington,1926

Front Office Management for the Veterinary Team E-Book Heather Prendergast,2018-12-20 NEW Strategic Planning chapter discusses how to strategically plan for the successful future of the veterinary hospital and will include details on growing the practice planning the workforce meeting consumer needs and increasing the value of the practice NEW The Leadership Team chapter discusses how leadership affects the paraprofessional staff provides suggestions for effective leadership strategies and methods to set expectations for employees including attracting and retaining employees leveraging empowering and driving employee engagement NEW Standard Operating Procedures provides a checklist of important tasks associated with that chapter that must be addressed completed in the veterinary practice setting **The**

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The Lawyers Reports Annotated, Book 1-70 ,1901 *New Serial Titles* ,1986 A union list of serials commencing
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