



Job Description – Duty Manager

Document Control

Position Title: Duty Manager

Department: Operations

Reports To: Rooms Division Manager / Head of Operations

Version: 1.0

Job Overview

The Duty Manager oversees all hotel operations during assigned shifts, ensuring smooth coordination across departments and exceptional guest experiences. This role acts as the first point of contact for escalated guest issues, operational challenges, and emergency situations. The Duty Manager represents the General Manager and management team in maintaining service excellence, staff performance, and operational continuity throughout the day.

Key Responsibilities

Operational Oversight

- Supervise daily operations across Front Office, Housekeeping, Food and Beverage, and Maintenance teams.
- Conduct operational briefings and ensure effective communication between departments.
- Monitor staff performance and service delivery throughout shifts.
- Support guest arrivals, departures, and VIP handling.

Guest Relations & Service Recovery

- Address guest concerns promptly and effectively to ensure satisfaction.
- Handle service recovery cases with professionalism and empathy.
- Monitor guest feedback channels and coordinate follow-up actions.
- Maintain a visible presence in public areas during peak periods.





GRAND ROYALE

GROUP

Crisis & Safety Management

- Take charge during emergencies, including fire alarms, medical incidents, and security events.
- Ensure all incidents are documented and reported to senior management.
- Enforce WHS, hygiene, and safety policies across operations.
- Conduct regular safety inspections and shift reports.

Staff Leadership & Coordination

- Supervise team members and ensure staffing levels align with business demands.
- Coach and support staff during service to maintain brand standards.
- Manage shift handovers and ensure seamless transition between teams.
- Promote a positive, professional, and guest-focused work culture.

Qualifications and Experience

- Diploma or Bachelor's degree in Hospitality Management or related field.
- Minimum 4–6 years' experience in hotel operations, including 2 years in a supervisory or management role.
- Proven ability to manage staff and resolve operational issues effectively.
- Strong understanding of front office systems (Opera or similar) and property operations.
- First Aid and Responsible Service of Alcohol (RSA) certifications preferred.

Skills and Competencies

- Excellent communication and conflict resolution skills.
- Leadership and decision-making under pressure.
- Strong organisational and multitasking abilities.
- Commitment to guest satisfaction and service excellence.
- Professional presentation and interpersonal skills.

Working Conditions

This is a full-time role based at Grand Royale Group's hospitality venues in Gold Coast, Queensland. The role requires flexibility to work rotating shifts, including weekends, nights, and public holidays.





GRAND ROYALE

GROUP

Key Performance Indicators (KPIs)

- Guest Satisfaction Score (target: $\geq 90\%$).
- Complaint Resolution Time (target: ≤ 10 minutes average).
- Shift Operational Audit Score (target: $\geq 95\%$).
- Employee Engagement and Shift Efficiency Rate (target: $\geq 85\%$).
- Incident Reporting Compliance (target: 100%).
- Cost and Resource Control within Operational Budget (target: 100% adherence).

Company Values and Culture

Grand Royale Group values accountability, service excellence, and professionalism. The Duty Manager plays a critical leadership role in maintaining operational standards and ensuring that every guest interaction reflects the company's brand promise and core values.

Career Path

This position offers opportunities for progression into roles such as Rooms Division Manager, Operations Manager, or Hotel General Manager within Grand Royale Group or other premium hospitality brands.

