



Job Description – Rooms Division Manager

Document Control

Position Title: Rooms Division Manager

Department: Rooms Division

Reports To: Head of Operations

Version: 1.0

Job Overview

The Rooms Division Manager oversees the Front Office and Housekeeping departments, ensuring smooth day-to-day operations, superior guest satisfaction, and adherence to Grand Royale Group's hospitality standards. This role ensures seamless coordination between front desk, concierge, and housekeeping teams while maintaining the highest standards of cleanliness, efficiency, and guest experience.

Key Responsibilities

Operational Management

- Manage the daily operations of Front Office and Housekeeping teams.
- Ensure efficient guest check-in/check-out processes and room turnaround times.
- Maintain service excellence through regular inspections and performance monitoring.
- Ensure adherence to brand standards across all guest-facing areas.

Guest Experience & Quality Control

- Monitor guest satisfaction scores and implement improvement plans.
- Handle escalated guest feedback and service recovery with professionalism.
- Coordinate with maintenance and F&B teams to ensure timely resolution of guest issues.
- Oversee VIP guest arrivals, amenities, and room allocations.





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Financial & Inventory Management

- Manage departmental budgets and ensure effective cost control.
- Monitor room revenue, occupancy, and average daily rate (ADR) performance.
- Oversee inventory of linens, guest supplies, and housekeeping equipment.
- Implement measures to optimise operational efficiency and resource use.

Team Leadership & Development

- Supervise and develop front office and housekeeping supervisors.
- Conduct training to uphold service and operational standards.
- Promote teamwork and maintain high staff morale.
- Conduct regular staff evaluations and manage performance improvement plans.

Qualifications and Experience

- Diploma or Bachelor's degree in Hospitality Management or related discipline.
- Minimum 5–7 years' experience in hotel operations, including front office and housekeeping management.
- Strong knowledge of PMS systems and hotel operations.
- Proven experience in managing budgets and operational KPIs.
- Excellent communication and leadership skills.

Skills and Competencies

- Strong leadership and interpersonal skills.
- Excellent problem-solving and decision-making ability.
- Attention to detail and commitment to guest service excellence.
- Proficiency in property management systems (Opera or similar).
- Ability to work under pressure and multitask effectively.

Working Conditions

This is a full-time leadership role based at Grand Royale Group's hotels in Gold Coast, Queensland. The position requires flexibility for shift rotations, weekends, and public holidays based on operational needs.





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Key Performance Indicators (KPIs)

- Guest Satisfaction Score (target: $\geq 90\%$).
- Room Occupancy Rate (target: $\geq 85\%$).
- Average Daily Rate (ADR) and Revenue per Available Room (RevPAR) growth.
- Housekeeping Quality Audit Score (target: $\geq 95\%$).
- Employee Turnover Rate (target: $\leq 10\%$).

Company Values and Culture

Grand Royale Group values precision, professionalism, and care in every guest interaction. The organisation fosters teamwork, excellence, and respect, ensuring every guest experience reflects comfort, efficiency, and warmth.

Career Path

This position provides progression opportunities into senior leadership roles such as Head of Operations or Hotel General Manager within Grand Royale Group or other leading hospitality organisations.

