

Business Plan Phnom Tong Daeng Golden Heart Hotel

Eco-vriendelijk Hotel, Restaurant en Duurzaam Toerisme

Employee Hand Book JOB PROFILES

Employee Hand Book Job Profiles
PTD Golden Heart Hotel

This employee hand book contains all the relevant information required for a good employer and employee relation.

ALLROUND MANAGER

Organization position



The Allround Manager leads the employees of the different departments and has the final responsibility for the overall results. The Allround Manager receives guidance of the Owner/ Director and the Deputy Director of the PTD Golden Heart Hotel but is free to make decisions concerning the management.

Tasks

- ♦ Give guidance to all employees of his/her departments
- ♦ Managing the financial administration
- ♦ Checking the daily reception lists (guests arrival, employees, time schedules) and signing them
- ♦ Prioritise arrival rooms (in association with Cleaning Services)
- ♦ Provide lists for the other departments about check in/out, breakfast and other important information
- ♦ Second contact person for guests
- ♦ Making monthly overviews
- ♦ Having periodic meetings with supervisors
- ♦ Collecting and processing complaints about the employees and anticipate
- ♦ Administrate reservations
- ♦ Taking evaluation and performance interviews
- ♦ Providing information and services to guests
- ♦ Transmit incoming information to the right people
- ♦ Inform guests about activities in the area

For all departments there is a clean desk policy, which means that every employee needs to clean their working place before leaving.

Responsibilities and powers

- ♦ Responsible for the financial administration (Cash Management)
- ♦ Responsible for the operational management (Key management)
- ♦ Responsible for contacts with NGOs (what's being done to help, etc.)
- ♦ Responsible for the financial implementation of the development tasks and make a monthly report of the results regarding the Guesthouse and the NGO goals

Job requirements

- ♦ Flexible presence
- ♦ Leadership
- ♦ Sense of responsibility
- ♦ Good at cooperating
- ♦ Communication skills
- ♦ Good command of the English language
- ♦ Knowledge of and experience with financial aspects in an organization
- ♦ Experience with computers and organizational systems

DEPUTY MANAGER

Organization position



The Deputy Manager leads the employees of the different departments and has the final responsibility for the overall results. The Deputy Manager receives guidance of the Owner/ Director and the Deputy Director of the PTD Golden Heart Hotel but is free to make decisions concerning the management on the own departments.

Tasks

- ♦ Leading and supporting staff within the department, as well as cleaning the PTD Golden Heart Hotel
- ♦ Give guidance to all employees of his/her departments
- ♦ Controlling and directing all of the operating personnel
- ♦ Assign tasks to the employees and giving instructions
- ♦ Motivating employees
- ♦ Taking evaluation and performance interviews
- ♦ Make daily schedules for cleaning the rooms (check-out/stay over)
- ♦ Prioritise arrival rooms (in association with the reception)
- ♦ Conducts shift briefings to ensure hotel activities and operational requirements are known
- ♦ Second contact person for guests
- ♦ Inspect the rooms and the public areas to ensure product quality standards are met
- ♦ Manage all special requests made by guests
- ♦ Manage storage areas
- ♦ Maintain adequate stock levels

Responsibilities and powers

- ♦ Open and close the shift and ensure effective shift hand over
- ♦ Distribution and collection of keys
- ♦ Responsibility to make sure the quality standards are met

For all departments there is a clean desk policy, which means that every employee need to clean their working place before leaving.

Job requirements

- ♦ Knowledge of all housekeeping systems
- ♦ Complete knowledge of room types, layouts and facilities
- ♦ Communication skills
- ♦ Ability to interact with customers, employees and third parties
- ♦ Able to speak, read and write English
- ♦ Proficient in the use of Microsoft Office

F&B SUPERVISOR

Organization position



The F&B Supervisor receives guidance of the Allround Manager and leads the employees of the kitchen en the restaurant.

Tasks

- ♦ Leading the restaurant and kitchen staff
- ♦ Controlling and directing all of the operating personnel
- ♦ Preparation of schedules, arranging proper staffing
- ♦ Motivating employees
- ♦ Taking evaluation and performance interviews
- ♦ Cooperate with all F&B staff in their every day tasks
- ♦ Arranging and conducting administrative tasks of the F&B department
- ♦ Assign tasks to the employees and giving instructions
- ♦ Monitor the progress and quality of work

Responsibilities and powers

- ♦ Financial administration of the F&B department
- ♦ Cash management
- ♦ Responsible for the stock of the food and beverage

For all departments there is a clean desk policy, which means that every employee need to clean their working place before leaving.

Job requirements

- ♦ Leadership skills
- ♦ Friendly and welcoming
- ♦ Experience in working in a restaurant and kitchen
- ♦ Good communication and interpersonal skills
- ♦ Good command of English and possibly other languages
- ♦ Flexibility (morning / afternoon / evening service)

EMPLOYEE SECURITY

Organization position



The Employee Security receives guidance from the Allround Manager.

Tasks

- ♦ Final check concerning security at the end of the shift
- ♦ Verify if the emergency exits and escape routes are free and accessible
- ♦ Check if the fire extinguishers are accessible and in good condition
- ♦ Ensure that unwelcome people don't enter the guesthouse
- ♦ First contact person for new arrived guests

Responsibilities and powers

- ♦ Is authorized to frisk
- ♦ Is authorized to refuse entry for unwanted guests or to remove them from the guesthouse
- ♦ Needs to take the lead in case of emergencies, if the emergence service is not on duty

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Job requirements

- ♦ Friendly to customers
- ♦ Active attitude
- ♦ Tenacity
- ♦ Persuasion
- ♦ Insight
- ♦ Initiative

EMPLOYEE RECEPTION

Organization position



The Employee Reception receives guidance of the Reception Supervisor.

Tasks

- ♦ First contact person for guests
- ♦ Providing information and services to guests
- ♦ Check-in/out of guests (including registration of personal records)
- ♦ Answering the telephone
- ♦ Handling telephone reservations
- ♦ Manage and administrate lost and found
- ♦ Administrate reservations
- ♦ Administrate laundry services
- ♦ Transmit incoming information to the right people
- ♦ Inform guests about activities in the area
- ♦ Arrange tuktuk transportation for tours and small trips in the city

For all departments there is a clean desk policy, which means that every employee need to clean their working place before leaving.

Responsibilities and powers

- ♦ Financial administration of the Laundry Service
- ♦ Guests administration
- ♦ Cash management (rooms)
- ♦ Keys management

Job requirements

- ♦ Customer service
- ♦ Groomed appearance
- ♦ Experience in dealing with people
- ♦ Good communication and interpersonal skills
- ♦ Good command of English and possibly other languages

- ♦ Some knowledge of hotel procedures
- ♦ Knowledge of computers and software
- ♦ Good team worker
- ♦ Administrative proficient
- ♦ Flexibility (morning / afternoon / evening service)

EMPLOYEE LAUNDRY SERVICES

Organization position



The Employee Laundry Service receives guidance of the Supervisor Service Desk.

Tasks

- ♦ Sorts laundry prior to washing
- ♦ Repair damaged and/or stained linen prior to loading the washing
- ♦ Loads washers and dryers to recommended weights
- ♦ Washing the sheets, towels and the guests clothing
- ♦ Saves energy by setting dryers for proper heating and cooling times
- ♦ Uses equipment and chemicals in accordance with hotel's safety procedures
- ♦ Informs supervisor of any equipment failures or supply shortage
- ♦ Presses and folds linens and uniforms and stores properly

Responsibilities and powers

- ♦ Responsible for the effective operation of the laundry room
- ♦ Responsible to return clothes and other products proper and in good condition to the right guests

For all departments there is a clean desk policy, which means that every employee need to clean their working place before leaving.

Job requirements

- ♦ Expertise in washing, cleaning and repairing clothes
- ♦ Solid verbal and people skills
- ♦ Works well independently
- ♦ Expertise to lift, pull, push up to twenty pounds
- ♦ Must be able to squat, bend, kneel and twist
- ♦ Expertise to stand for long periods of time

EMPLOYEE CLEANING SERVICES

Organization position



The Cleaning Service Employee receives guidance of the Supervisor Cleaning Services.

Tasks

Cleaning services is engaged in cleaning rooms as well as public areas.

Rooms

There are two different types of cleaning procedures for the rooms. When the guests don't check out on that day, it doesn't have to be a complete cleaning of the room. Tasks that need to be done then, are:

- ♦ Small bottle of water per person (every day)
- ♦ Make up the beds (every day)
- ♦ Cleaning the beds (every three days)
- ♦ Change towels (every day)
- ♦ Dust cleaning all the room (including telephone, doorknobs, desks and closets) (every day)
- ♦ Sweep the floor (every day)
- ♦ Mop the floor (every two days)
- ♦ Clean the bathroom (including toilet, shower and sink) (every day)
- ♦ Standard two rolls of toilet paper in the bathroom (every day)

Check out cleaning

- ♦ Cleaning the refrigerator
- ♦ Cleaning the beds
- ♦ Cleaning the closets, desks, chairs
- ♦ Cleaning the floor
- ♦ Cleaning the bathroom (shower, toilet, sink)

Public areas

- ♦ Floors
- ♦ Stairs

- ♦ Furniture
- ♦ Mirrors
- ♦ Doors
- ♦ Windows
- ♦ Toilets

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Responsibilities and powers

- ♦ Take initiative to ensure the cleanliness of the building
- ♦ Anticipating to the environment
- ♦ Responsible for the inventory
- ♦ Responsible for the equipment (buckets, mops, cloth)

Job requirements

- ♦ Some experience in cleaning services

EMPLOYEE TECHNICAL SERVICES

Organization position



The Employee Technical Service receives guidance of the Supervisor Service Desk.

Tasks

- ♦ Troubleshooting and performing small repairs
- ♦ Maintenance of facilities, equipment, plumbing, furniture and lighting of the hotel
- ♦ Performing general tasks like connecting equipment, lighting, locksmithing and repairs to furniture
- ♦ Conducting periodic maintenance and cleaning
- ♦ Managing the workload and the private workspace and equipment

Responsibilities and powers

- ♦ Responsible for performing minor repairs to facilities in and around the hotel
- ♦ Responsible for proper inventory of tools
- ♦ Responsible for the safety of the guests and employees, as well as your own safety

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Job requirements

- ♦ Proper handling of tools
- ♦ Knowledge of technology
- ♦ Experience in repairs
- ♦ Knowledge of safe work practices