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SPHM  
HOSPITALITY

SPHM – MANAGER ON DUTY MANUAL



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# Manager on Duty Manual



# **Sun Paradise Hotels**

# **Manager on Duty**

# **Manual**

December / 31 / 2014

(It is important that you review every section of this manual and add to, change or remove all sections that do not match up with your property. It is also important to review this document with regards to what is legally correct in your operating area and if you operate in a union environment, that the words stay within the context of the existing union contract.)



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## **Manager on Duty**

You have just accepted the responsibility for the safety and care of approximately 600 guests, upwards of 25 staff members and buildings worth approximately \$8,000,000.

The decisions you make and actions you take will determine whether or not all of our guests leave happy and become our properties greatest spokesperson.

When not physically required to be on property, all Duty Managers must be accessible either by phone or pager and be able, if necessary, to return to the hotel within 10 minutes. Don't forget the primary reason for being at the hotel is to assist our guests with any questions or concerns they may have as well as assist, where possible, the front desk staff.

Duty Managers are also expected to do a thorough check of the hotel complex (both inside and out) every hour during a shift. It is mandatory to carry a "walky-talky" on rounds, especially at night, so that constant communication can take place with the front desk. A final word about rounds - if for any reason, a Duty Manager feels uneasy about walking the property, do not hesitate to have maintenance/security assist you.

## **Manager on Duty Schedule**

During all weekend hours, there will be a designated Manager on Duty. The rules below apply specifically to the peak periods of the year but the responsibilities are the same. The schedule for 2002 is located in appendix 3. If you are switching your obligation with another listed manager, please put this change in writing and submit it to the General Manager.

Duty Managers are expected to be on property during the period of May 1 to October 15. This includes Friday and Saturday nights (also Sunday if a long weekend) between the hours of 6:00 p.m. to 9:00 p.m. and Saturday and Sunday mornings (also Monday if a long weekend) between the hours of 9:00 a.m. to 11:30 a.m. If "check-outs" are running late, then it is the Duty Manager's responsibility to stay until the Front Desk feels confident things have calmed down. The same is true of the evening check-in period.

Don't forget the primary reason for being at the hotel is to assist our guests with any questions or concerns they may have as well as assist the front desk staff, where possible. Duty Managers are also expected to do a thorough check of the hotel complex (both inside and out) every hour during a shift. It is mandatory to carry a "walky-talky" on rounds, especially at night, so that constant communication can take place with the front desk. A final word about rounds, if for any reason, a Duty Manager feels uneasy about walking the property, do not hesitate to have maintenance/security assist you.

When not physically required to be on property, all Duty Managers must be accessible either by phone or pager and be able to return to the hotel within 10 minutes if necessary.

During the balance of the year, Duty Manager's need to be on call. MOD shifts run the entire weekend.



## **Manager On Duty Check-List (see forms)**

There is a comprehensive check-list of duties that need to be performed during your shift. Individually, each and every one of them is important. Together, they mean a smooth and efficiently run property that is looking after its guests...and maximizing its business opportunities.

## **Your Hotel Service Commitment**

Our commitment to the travelling public is to satisfy two critical yet simple expectations: friendly, courteous service and a clean, comfortable room where everything is in working order.

Today, with the numerous lodging choices available to you, we are reaffirming our commitment to ensure you receive the service and accommodations you expect. If you have any problem while staying with us, please contact the Front Desk immediately so that we may have the opportunity to correct the situation and to ensure your stay is a pleasant one.

If for some reason we can not correct the problem or you feel we did not live up to Mr. Day's service commitment, this Days Inn will refund a portion of your stay.

At Our Hotel, we want to meet our guest's expectations. So in addition to the new guest service procedure we are also implementing a guest satisfaction commitment.

To maintain our prominent position, we must position exemplary guest service as the main focus of our day to day hotel operations. Our Hotel Service Commitment Program is a mandatory program that is designed to demonstrate our commitment of providing service that meets and/or exceeds our guest's expectations.

The following steps explain the procedure for Our Hotel's Service Commitment Program:

*At check in, guests must be given a copy of the pledge along with his/her room keycard.*

*You are required to complete 75% of your courtesy calls in conjunction with our overall Guest Service Program*

## **It's the Guest**

It's all very simple.

## **No Guest = No Hotel.**

Everything we do should be focused on satisfying the guest. It's our primary job to insure that the guest has a **stress free** experience from the moment they call to make a reservation until the time they leave the property.



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## **The Guest... Our Most Valuable Asset!**

### **Guest Problem Solving**

#### **Introduction**

When a guest perceives we have not met their expectations, this dissatisfaction may be expressed through anger. The following are basic steps to use in dealing with this type of difficult situation:

#### **Step One:**

- Let the guest vent.
- Use empathetic statements.
- Listen.
- Maintain positive body language.

#### **Step Two:**

- Isolate the problem.
- Ask fact finding questions. (How, what, where, when questions)
- Get all the facts.
- Don't be defensive.
- Repeat the problem as understood.

#### **Step Three:**

- Suggest options. (\$5 in restaurant Coupons, \$20 voucher against their next stay, \$15 off their current bill, etc.)
- Ask for the guest's solutions.
- Discuss possible solutions.
- Say what you can do.
- Agree on the best course of action.
- Thank the guest.

#### **Step Four:**

- Solve the problem.
- Follow up.
- Communicate between shifts.



## Guest Complaints...and Possible Solutions

Complaint #1: *I requested an iron at check in and still have not received it! Where is it?*

Responses: I apologize. All irons are in use at the moment. As soon as one is returned, I will deliver it to you immediately.  
*Or*  
I apologize for the inconvenience. We have a dry cleaning service. Could we send your clothing to the cleaners? This will be at no additional charge.

Complaint #2 *I made a reservation 6 months ago and guaranteed it with a credit card. Now you are telling me you do not have any rooms!*

Response: I can understand your anger. I would be upset as well. We have made arrangements for you at another hotel down the street. We will be paying for tonight's stay and would like to offer you a discount for your next stay here. Once again, I apologize for the inconvenience.

Complaint #3 *I just received my credit card bill and I was charged \$60.00 by Your Hotel. I never stayed at your hotel!*

Response: I am so sorry. Let's see what we can do to fix this problem. Do you have your bill with you? In order to rectify this problem, I will need a copy of the bill so that we can do some research. After I look into the situation, I will call you back this afternoon. Can I have your name and number? Before I let you go, did you ever have a reservation for our property? If so, when was it?

Complaint #4 *We have driven around the hotel two times and still can't find our room!*

Responses: I am so sorry; I understand how directions can be hard to follow. Let's look at the map again.  
*Or*  
I apologize for the inconvenience. Let's see if we can find your room together. (Take out the map here and go over it again or offer to escort them to their guest room.) I know this must be frustrating for you. Why don't you take a coupon for \$2 towards any Restaurant's food? Again, I apologize.

Complaint #5 *We just checked into your hotel and our bathroom is dirty.*

Responses: I apologize. Can we upgrade you to one of our Business Class rooms for your inconvenience? Thank you for calling us and telling us. We appreciate your business and want to make your stay as comfortable as possible. Can I send someone up to deliver your new room key?  
*Or*



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I am sorry that this happened to you. Can I send a housekeeper to your room to re-clean the bathroom? Great, I will send someone immediately. Once again, I apologize.

Complaint #6 *I did not have hot water in my room this morning.*

Responses: I am so sorry that happened to you. There is nothing worse than a cold shower. Thank you for making us aware of this situation. Can I offer you a discount off of your next stay as our way of apologizing?  
*Or*

I am so sorry. We have had some problems with the plumbing that have been corrected. As a token of our Hospitality, please accept a (\$10 in breakfast vouchers from Our Restaurant or \$20 rebate on your current stay etc.). Once again, we apologize.

Complaint #7 I just checked in, went to my room and the key will not work.

Response: I am so sorry. Let me give you a new key for your room. While you are here, let me also give you a \$2 voucher towards any food at Our Restaurant. Once again, I apologize about your key not working. Here you go, and have a nice day. (If possible, you should accompany the guest to the room to assure the second key works)

Complaint #8 *I made my reservation four months ago and requested poolside ground floor. Our room is located on the 2<sup>nd</sup> floor facing the parking lot.*

Responses: I am so sorry. We will move you immediately. Can I have someone get your luggage for you so that you won't have to walk back to your room?  
*Or*

I am sorry. Unfortunately, we do not have any rooms left in that area. Can I offer you a larger room with a refrigerator for the same price? Once again, I apologize.

*Or*  
I apologize. Unfortunately, we are totally out of poolside rooms. I might be able to move you tomorrow, if someone checks out. For your inconvenience, let me give you \$5.00 in Restaurant Dollars that can be used in our Restaurant at any time. Once again, I apologize for the inconvenience we have caused you.

Complaint #9 *I guaranteed a nonsmoking room when I made the reservation. Now you are telling me you do not have any non smoking rooms available.*

Responses: Unfortunately, we don't have any left. I can have the housekeeper put the ozone machine in your room. This should help take any of the odours out of the room. Can I offer you some coffee while we set that up in your room?  
*Or*

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## Emergency Plans

As Manager on Duty, you must be aware of the property's safety procedures. The property's Fire Safety Plan is in your Management Manual as are first aid procedures. Included in this document are additional fire safety procedures, what to do in power failure, how to shut down the property management system, what to do in a pool emergency, and how to handle a bomb scare are included in the following pages.

### Fire Emergency

#### ***Please read and understand The Property's Fire Safety Plan***

In the event of the fire alarm sounding, the **Front Desk** will:

1. Immediately call 911 and ask for Our City's Fire Department. (The hotel is not directly linked to the fire dept.)
2. Give the Fire Department the name and address of the hotel as well as the location of the fire, if known.
3. Respond to guest inquiries as follows:
  - a. Check the corridor for heat and smoke and, if possible, leave your room, taking your key with you.
  - b. Be sure to close your room door behind you, and exit the building by the nearest stairwell and exit. Do not use the elevators. Assemble in the parking lot.
4. Do not take incoming calls.
5. Print a current in house list by room number. (By room number will assist you with the evacuations)
6. Get Fire Emergency Keys from Key Box for arrival of the Fire Department.
7. Secure all floats in case you are asked to leave the area by the Fire Department or it becomes unsafe to work from this location.
8. ***Do not silence the alarms under any circumstances.*** Alarm is only to be silenced when the Fire Dept. tells you to do so.
9. ***DO NOT RE-ENTER THE HOTEL UNTIL TOLD TO DO SO BY THE FIRE DEPARTMENT.***
10. At your earliest convenience the following people are to be notified:

Name, General Manager  
Name, Assistant General Manager  
Name, Maintenance  
Name, Security

Telephone	Cell
XXX-XXX-XXXX	XXX-XXX-XXXX



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Name, Other

XXX-XXX-XXXX XXX-XXX-XXXX

## 11. Fill out an Occurrence Report.

### **Power Failure**

Currently, we do not have a backup generator. Therefore, the only lighting automatically activated is the emergency battery operated light packs (lasting about 35min) located throughout the hotel. There is no emergency lighting in the guestrooms.

1. During a power failure, contact the **public utilities immediately at XXX-XXX-XXXX** and determine if the problem is internal or local and try to determine how long the power may be down. Advise our staff and guests accordingly.
2. ***Be advised that in the event of an electrical emergency, the following people are to be notified, in the following order:***

	Telephone	Cell
Name, General Manager	000-000-0000	000-000-0000
Name, Assistant General Manager	000-000-0000	000-000-0000
Name, Maintenance	000-000-0000	000-000-0000
Name, Security	000-000-0000	000-000-0000
Name, Other	000-000-0000	000-000-0000

3. Advise guests to stay in their rooms.

There is an emergency telephone on the wall in the back office. The emergency number is **000-000-0000**. This phone is to be used during emergencies only. During a power failure, it is assumed that, without a backup generator, you will lose all of your internal telephone systems.

4. Fill out an Occurrence Report.

### **Computer Shutdown**

In the event of a power outage, you will lose most of your computer equipment. The battery backup for the computer system will provide about 20 minutes worth of power to the computer system and the printers. Immediately initiate a computer shutdown.

#### **Step 1:**

1. Select Reports from the Front Desk menu.
2. Select Batch Forms...
3. Emergency Reports
4. PrintSelect Batch Folio Print.



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#### Step 2:

1. Select Reports.
2. Select Housekeeping.
3. Select Rooms Free, clean rooms only.
4. Print.

#### Step 3:

1. Log out of all terminals except file server.
2. Shut down ALL interfaces on files server by hitting Cntl Alt Del. Select Task Manager and End Task.
3. On Starview box, select each screen #1 – 4. Select start on each individual screen and hit shutdown.

#### Step 4:

1. Get blank registration cards out of the drawer under the main telephone for any walk-ins.



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## **After Power is restored**

On main switchboard

1. Select function.
2. Select day service to restore normal function.

Log back on all computers.

## **Pool Emergency**

After the front desk is notified of a problem:

1. If the problem required medical attention or the police, call 911 immediately, clearly describing the nature of the emergency and our location.
2. Notify our security of the problem.
3. Notify the M.O.D. of the problem.
4. Render any assistance that the guest requires.
5. Complete an Occurrence Report.

## **Bomb Emergency**

***Please read and understand your Property's Bomb Threat Manual***

In the event of a bomb emergency, the **Front Desk** will:

1. Immediately call 911 and ask for Your City's Police Department. (The hotel is not directly linked to the Police Department)
2. Give the Police Department the name and address of the hotel as well as the particulars of the situation, if known.
3. Contact security as you sound the fire alarm to begin the **calm** evacuation of the hotel.

In the event of a bomb emergency, the **Front Desk** will:

4. Respond to guest inquiries as follows:
  - a. Please leave your room, taking your keycard with you.
  - b. Be sure to close your room door behind you, and exit the building by the nearest stairwell and exit. Do not use the elevators. Assemble in the parking lot away from the building.
5. Do not take incoming calls.
6. Print a current in house list by room number. (By room number will assist you with the evacuations)



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7. Get Emergency Keys from Key Box for arrival of the Police Department.
8. Secure all floats in case you are asked to leave the area by the Police Department or it becomes unsafe to work from this location.
9. ***Do not silence the alarms under any circumstances.*** Alarm is only to be silenced when the Police Department tells you to do so.
10. ***DO NOT RE-ENTER THE HOTEL UNTIL TOLD TO DO SO BY THE POLICE DEPARTMENT.***
11. At your earliest convenience the following people are to be notified:

	Telephone	Cell
Name, General Manager	000-000-0000	000-000-0000
Name, Assistant General Manager	000-000-0000	000-000-0000
Name, Maintenance	000-000-0000	000-000-0000
Name, Security	000-000-0000	000-000-0000
Name, Other	000-000-0000	000-000-0000

12. Fill out an Occurrence Report.

## **What to Do If...**

### **Accident on the Property**

1. Ascertain the nature of the accident
2. - If medical attention is required or police are needed, please dial 911, giving them location of property and complete details.  
- If a tow truck or mechanic is required, offer to phone the service of their choice.
3. Make sure the guest is as comfortable as possible.
4. Apologize for the situation if the hotel could be conceivably at fault.
5. If the guest tries to establish hotel liability, establish that he should be contacting his/her insurance company as we will ours. The two insurance companies' will work out the details.
6. Provide the guest with the General Manager's business card and assure the guest that the General Manager will be contacting them directly.
7. If for any reason, the press calls about the situation, see below.
8. Complete an Occurrence Report making sure to complete all details including the apparent condition and disposition of the guest.



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## Car Broken Into, Vandalism

1. Immediately contact the police
2. Ask the guest to describe any lost items
3. Apologize for the situation if the hotel could be conceivably at fault.
4. If the guest tries to establish hotel liability, establish that he should be contacting his/her insurance company as we will ours. The two insurance companies' will work out the details.
5. Provide the guest with the General Manager's business card and assure the guest that the General Manager will be contacting them directly.
6. If for any reason, the press calls about the situation, see below.
7. Complete an Occurrence Report making sure to complete all details including the apparent condition and disposition of the guest.

## Check-in/Check-out

1. If you are on property, be available during "prime time" to help guests with any problems.
2. If the front desk is "slammed", offer to answer the telephone
  - If the call is for a department, forward it to the proper extension.
  - If the call is for a hotel guest, do not give the room number but forward it to the proper room. If this call is coming in on an 800 line, the caller should be asked to call back on a regular line.
  - If the call is for a reservation, take the client's telephone number (*"all of our reservation lines are busy, may we call you back in 15 minutes"*) and then make sure the call is returned in 10 minutes.
3. If the front desk is "slammed", offer to make Courtesy Calls.
4. If the guest is claiming a "Hotel Reward Program Room" without a prior booking:
  - If we are not going to sell-out, grant the request.
  - If we are going to sell-out, apologize for not having anything available this evening and note the policy on of the Reward Program that requires the room be previously booked through the given 800 number.
5. If the guest is claiming a half-price "Entertainment Card" rate without a prior booking:
  - If we are not going to be more than 80% sold-out, grant the request.
  - If we are going to be more than 80% occupied, offer them 10% off (senior rate) the rack rate. If they insist on the half price, ask them to note the policy in their "Entertainment Club" guide and to call the "Entertainment Club" 800 number that they have in the guide.



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6. Be helpful to the Guest Service Representatives in any way you can.

## **Complaint Handling – See Guest Problem Solving**

### **Crime Prevention**

Crime prevention is the responsibility of every Our Hotel employee. Although we are not armed guards, we can observe, report and act. There are some basics we can incorporate into our daily routines that assist in achieving our goal of providing a safe and secure environment for our employees and guests.

You will want to greet everyone who approaches the Front Desk with the appropriate greeting: good morning, afternoon, etc. Even though you may be busy at the moment, the greeting followed by, "I'll be with you in a moment," places the person on notice that we are observant and attentive.

Make a note of any suspicious activities and/or people. Write down license plate numbers and descriptions of any suspicious vehicles. A written description will be extremely helpful, as well.

You should report any suspicious behaviour to a manager right away. If a manager is not promptly available, call the police immediately! Do not wait until something goes wrong.

1. Greet everyone that approaches the Front Desk right away.
2. Write down descriptions of suspicious persons, activities or vehicles (remember to get a license plate number, if appropriate).
3. If you feel it is warranted, call the police.

### **Discrepancy Reports**

Discrepancy Reports are performed by the Guest Service Representatives when housekeeping has handed in the Room Status Report. The Discrepancy Report compares the Housekeeping Room Status Report with what the computer shows. If there is a discrepancy, the guest room must be checked and the discrepancy eliminated. This will prevent guest rooms shown as occupied but actually empty (for example, a guest check-in for two nights but left after one without formally checking out) from going unsold.

### **Guest Disturbing Another Guest**

If we have a guest disturbing another guest for any reason, (sports team rowdiness etc.) then:

1. The guest should be informed that he is to immediately cease being disruptive and that if he doesn't that he will be immediately removed from the property, the police to be called if necessary.



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2. If it is after 10 p.m. and there are more people in a guest room than are registered, only those registered in the room should be allowed to remain. Use your best judgment. May be used during a second visit to room.
3. If the guest persists, they are to be removed from the property. This is a "0" tolerance issue.
4. Notes should be made in the hotel log.
5. If police are called, an Occurrence Report should be completed.

### **Guest Relocation Policy If Hotel Is Overbooked**

If a guest arrives with a guaranteed reservation and the hotel has oversold (no guest room available), then the following will be provided:

1. A guest room at an alternate lodging of the same quality (better if not available) with our property paying for the first night.
2. Transportation to the alternate establishment.
3. A free long distance telephone call (five minute duration).
4. Offer to bring the guest back to the hotel the following day with the transportation provided.
5. We should be writing to the guest with an apology and offering a free overnight stay.



## **Intoxicated Person On Property**

If there is an intoxicated person (not registered to a guest room) on the property and he is disturbing other guests:

1. The guest should be informed that he is to immediately cease being disruptive and that if he doesn't that he will be immediately removed from the property, the police to be called if necessary.
2. If the guest persists, they are to be removed from the property. This is a "0" tolerance issue.
3. Have a sober person from his group drive him home or we should offer to put the gentleman in a cab. Pay for the cab if necessary.
4. Notes should be made in the Duty Manager Book.
5. If police are called, an Occurrence Report should be completed.

## **Item Stolen From Guestroom**

If a guest claims that an item was stolen from their guest room and there are no visible signs of a break-in:

1. Have the guest describe the item(s) in question.
2. Advise the guest that we will look into the problem:
  - Question the housekeeper in question.
  - Read the lock (our locks tell us who has been in the guest room during his stay).
3. That we will advise the guest of our findings after the matter has been investigated
4. They should be contacting their insurance company concerning the loss.

## **Maintenance of the Hotel Entrance and Public Areas**

The hotel must remain spotless at all times. All lighting in working order, no cobwebs, litter picked-up, etc. This is an important part of any property walk-around.



## **Meeting Room, Banquet Facilities**

You should be completely familiar with all meeting facilities. Please read the properties banquet packages and discuss with the Director of Catering and the Director of Sales as to what they believe should be said and shown if there is a request to see the facility

You should also be aware of where "Banquet Packages" are located so that you can respond to requests in a positive way.

## **Security – Maintaining the Guest's Security and Safety**

Each member of Our Hotel's Staff plays a significant and vital role in the on-going security and safety of our guests. It is not required that you possess any special training or education to serve as a security and safety officer. Basically, you need to be observant and responsive.

Remember, a great deal of the guest's safety lies in your hands. It is critical to know that guest room numbers and keys should not be given out to others *under any circumstances*. You never really know the true intentions that someone may have towards a guest, even if the parties are related. If someone demands to speak to one of your guests and wishes to know the room number in which they are staying, then you should call the guest's room without revealing the room number, and then connect the line to a house phone. If the guest then wishes to identify their room number to the other party, then you and Your Hotel are no longer responsible.

Remember, when staying at our hotel, guests rely on you to maintain their privacy and security.

## **Security – Emergency Situations**

When confronted with an emergency situation that involves a guest or an employee, it is of utmost importance that you remain calm and try to control the situation. If you are notified of a problem by telephone, you will need to accurately record the information you are given so that you can report that information as quickly as possible to the proper emergency services, such as police, fire department, ambulance etc.

Any time there is an emergency situation, you should immediately summon a member of management regardless of the hour of day. If a manager is not on duty, call one at home.

1. Stay calm - keep situation under control.
2. Take accurate notes.
3. Call emergency services immediately if appropriate.



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- 4. Be considerate and genuinely concerned.
- 5. Notify a manager immediately.
- 6. Turn your notes or reports over to a manager.

### **Statement to the Press**

All statements to the press should come from the Vice President, Operations, the hotel's General Manager or the Assistant General Manager. All requests should be met with a referral to one of these individuals.



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## Appendix 1. Emergency Phone List

The following is a list of support telephone numbers:

<b>Police/Fire/Ambulance</b>		xxx
<b>Air Conditioning</b>	Company Name Night Telephone	000-000-0000 000-000-0000
	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Boiler/Gas</b>	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Cardlocks</b>	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Computers:</b>		
<b>Front Desk, Software</b>	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Hardware</b>	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Bank Machine</b>	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Dry Cleaning</b>	Company Name	000-000-0000
<b>Electrical</b>	Company Name Night Telephone	000-000-0000 000-000-0000
	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Elevator</b>	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Garbage</b>	Company Name Night Telephone	000-000-0000 000-000-0000
<b>Gas</b>	Company Name Night Telephone	000-000-0000 000-000-0000



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<b>Glass</b>	Company Name	000-000-0000
	Night Telephone	000-000-0000
	Company Name	000-000-0000
	Night Telephone	000-000-0000
<b>Locksmith</b>	Company Name	000-000-0000
	Night Telephone	000-000-0000
<b>Movies, In-room</b>	Company Name	000-000-0000
	Night Telephone	000-000-0000
<b>Plumbing</b>	Company Name	000-000-0000
	Night Telephone	000-000-0000
	Company Name	000-000-0000
	Night Telephone	000-000-0000



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## Department Head/Key Personnel Phone List

		<b>Home</b>	<b>Cell</b>
<b>General Manager</b>	Name	000-000-0000	000-000-0000
<b>Assistant Manager</b>	Name	000-000-0000	000-000-0000
<b>Conference Services</b>			
<b>Director of Catering</b>	Name	000-000-0000	000-000-0000
<b>Catering Assistant</b>	Name	000-000-0000	000-000-0000
<b>Catering Supervisor</b>	Name	000-000-0000	000-000-0000
<b>Executive Chef</b>	Name	000-000-0000	000-000-0000
<b>Sous Chef</b>	Name	000-000-0000	000-000-0000
<b>Front Office Manager</b>	Name	000-000-0000	000-000-0000
<b>Executive Housekeeper</b>	Name	000-000-0000	000-000-0000
<b>Laundry Supervisor</b>	Name	000-000-0000	000-000-0000
<b>Maintenance Manager</b>	Name	000-000-0000	000-000-0000
<b>Sales</b>			
<b>Director of Sales</b>	Name	000-000-0000	000-000-0000
<b>Sales Manager</b>	Name	000-000-0000	000-000-0000
<b>Sales Coordinator</b>	Name	000-000-0000	000-000-0000
<b>Security Manager</b>	Name	000-000-0000	000-000-0000



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**Appendix 2. Manager on Duty Check-list, Evening Shift *See Forms***



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**Appendix 3. Manager on Duty Check-list, Morning Shift See Forms**



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**Appendix 4. Manager on Duty Schedule See Forms**



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Our Hotel  
Our Address, Our City, Our Province, Our Postal Code

### **Acknowledgement of Receipt of Manager on Duty Manual**

I acknowledge that I have received my personal copy of Our Hotel Manager on Duty Manual. In consideration of my employment with the Hotel, I agree to read, observe, and abide by the conditions of employment, policies and rules contained in this manual. I understand this manual is designed for quick reference and general information and sets forth many but not all of the Hotel's policies and guidelines under which the Hotel operates. I also acknowledge that this manual is not in any way intended as a contract of employment.

I understand that the policies and procedures described in this manual are for the purposes of the information only and may be amended or modified by the Hotel at any time, with or without prior notice.

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Employee Signature

Date

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Manager's Signature

Date