

6/11/2018



SPHM
HOSPITALITY

OTHERS



By: | Agustinus Agus Purwanto, SE MM



Series 900

Others

Job Descriptions

JD-901

A. Position. Marina Manager

B. Essential Function. Supervises all activities involving docks, dock area and boats.

C. Duties and Responsibilities

1. Assigns slip space to members and guest.
2. Inspects dock, slips, lines, etc. daily.
3. Calculates and notifies accounting department about dockage charges.
4. Maintains dock reservation log.
5. Maintains log of arrivals and departures of all boats.
6. Performs emergency duties in the event of hurricane, fire, accident or other disasters.
7. Maintains and repairs the docks and dock areas.
8. Maintains and cares for all club owned boats.
9. Assists Race Committee relative to race starts, marks, trophies, burgees, etc.
10. Develops and implements adult and junior sailing and boating programs.
11. Schedules all personnel associated with dock area.
12. Records work performed by dock area personnel.
13. Maintains records of hours worked by all employees and submits to Accounting Department for payroll purposes.
14. Plans and implements seasonal start up-activities for dock area.
15. Plans and implements seasonal shut-down activities for dock area.
16. Operates, markets and controls inventories for club marine store and fuel dock.
18. Ensures the harbor is operated in compliance with all federal, state, and local regulatory guidelines.
19. Operates the harbor within the financial guidelines established in the budget.

- D. Reports To. General Manager
- E. Supervises. Harbor Attendants, all other dock area personnel.
- F. This position is exempt from overtime.

Job Descriptions

JD-902

- A. Position. Harbor Attendant
- B. Essential Function. Performs all duties and services required of harbor personnel in a safe, courteous, efficient and professional manner at all times.
- C. Duties and Responsibilities
 - 1. Provides assistance to members and guests in getting under way and mooring their boats in accordance with the rules and etiquette of good seamanship.
 - 2. Provides all services available in the normal operation of the harbor according to procedures prescribed by the Harbor Master including boat washes, holding tank pump outs, fueling of boats, sale of merchandise, delivery of food, beverages and other merchandise.
 - 3. Continually observes, monitors and operates the club's bridges in an alert and safe manner giving right-of-way to boats over pedestrians.
 - 4. Maintains the cleanliness of the entire harbor area including: rubbish pick up from containers as scheduled from the Harbor Master, daily removal of sea weed and other debris from harbor water, General policing of harbor areas.
 - 5. Raises the American Flag and Club Burgee at the required time and lower them at sunset. Commodore, Vice Commodore and Rear Commodore's Flags are to be raised while they are on club grounds.
 - 6. Continually observes boat traffic in the harbor channeling non-member boats and directing them to leave the harbor.
 - 7. Reports any misconduct of members, guest, or crew members taking place in the harbor areas or club grounds.
- D. Reports To. Marina Manager
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.

A. Position. Assistant Lodge Manager

B. Essential Job Function. Assists members/ guests in all front office-related areas in an efficient, courteous, and professional manner that maintains high standards of service and hospitality,

C. Duties and Responsibilities

1. Registers members/ guests and assigns rooms; complies with special requests whenever possible.
2. Assists in pre-registration and blocking of rooms for registration.
3. Thoroughly understands and follows proper credit, cash-checking and cash handling policies and procedures.
4. Understands and monitors room status information.
5. Knows room locations, types of rooms available, and room rates.
6. Uses suggestive selling techniques to sell rooms and to promote other services of the club.
7. Coordinates room status updates by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests, and part-day rooms.
8. Has a working knowledge of the reservations department; takes same day reservations and future reservations when necessary.
9. Manages room keys.
10. Operates front office equipment.
11. Processes member/ guest check-outs.
12. Posts and files all charges to member's and other accounts.
13. Uses proper telephone etiquette.
14. Processes mail, packages, and messages.
15. Attends department meetings.
16. Coordinates guestroom maintenance work with the engineering and maintenance work with the engineering and maintenance department.

17. Reports unusual occurrences or requests to the Lodge Manager.
18. Knows all safety and emergency procedures and accident prevention policies and procedures.
19. Maintains the cleanliness and neatness of the front desk area.
20. Assists in the supervision of all Food and Beverage operations while in progress at Lodge until Clubhouse operation commences

D. Reports To. Lodge Manager

E. Supervises. Front Desk Personnel; Housekeepers; Food and Beverage Personnel

F. This position is subject to overtime.

Job Descriptions

JD-904

- A. Position. House Services Manager
- B. Essential Job Function. Responsible for reporting and coordinating club functions relating to Rooms, Housekeeping, Maintenance/Repair, and banquet set-up. Directs the administration of all housekeeping services for guest rooms, public and staff areas.
- C. Duties and Responsibilities
 - 1. Approves plans, staffing, and general operating procedures for the Rooms, Housekeeping, Maintenance/Repair, and Banquet set-up departments.
 - 2. Monitors the budget and directs the taking of corrective action as necessary to assure that budget goals are attained.
 - 3. Functions as an administrative link between departments.
 - 4. Monitors internal cost control procedures.
 - 5. Coordinates training programs.
 - 6. Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.
 - 7. Maintains contact with members and helps assure maximum membership satisfaction.
 - 8. Participates in on-going facility inspections throughout the club to assure that cleanliness, safety, and other standards are consistently attained.
 - 9. Supervises all housekeeping employees, hires new employees as needed, discharges employees when necessary, and writes warning notices when policies have been violated; evaluates employees for promotions/ transfers as openings arise.
 - 10. Plans the work of the Housekeeping Department and distributes assignments accordingly; assigns regular and special duties to Housepersons, Inspectors, and Linen Room Attendants; schedules employees and assigns extra days off according to occupancy forecasts; maintains a time log record book of all employees within the department.
 - 11. Informs new employees about regulations; trains and assigns them to work with experienced employees; checks the work of these employees occasionally and reviews the reports made by Inspectors.
 - 12. Inspects the housekeeping staff periodically and checks the quantity and quality of their work.

13. Recommends necessary capital expenditures and special maintenance/repair improvements.
14. Develops and implements linen, supply and other expenditures and special maintenance/repair improvements.
15. Plans “deep cleaning” activities and schedules for club’s public and guestroom areas.
16. Participates in on-going evaluation programs to ensure that all club areas meet cleanliness, safety, and other standards.

D. Reports To. Food and Beverage Manager

E. Supervises. Housekeeping Staff; Banquet Housemen.

F. This position is subject to overtime.

Job Descriptions

JD-905

- A. Position. Front Desk Agent
- B. Essential Job Functions. Assists members/ guests in all front office-related in an efficient, courteous, and professional manner that maintains high standards of service and hospitality.
- C. Duties and Responsibilities
 - 1. Registers members/ guests and assigns rooms; complies with special requests whenever possible.
 - 2. Assists in pre-registration and blocking of rooms for registration.
 - 3. Thoroughly understands and follows proper credit, cash checking and cash handling policies and procedures.
 - 4. Understands and monitors room status information,
 - 5. Knows room locations, types of rooms available and room rates.
 - 6. Uses suggestive selling techniques to sell rooms and to promote other services of the club.
 - 7. Coordinates room status updates by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests and part-day rooms.
 - 8. Has a working knowledge of the reservations department; takes same day reservations and future reservations when necessary.
 - 9. Manages room keys.
 - 10. Operates front office equipment.
 - 11. Processes member/ guest check-outs.
 - 12. Posts and files all charges to members' and other accounts.
 - 13. Uses proper telephone etiquette.
 - 14. Maintains an accurate and updated membership file and is aware of types of memberships available, who is who, etc.
 - 15. Processes mail, packages, and messages.
 - 16. Reads and initials the pass-on log and bulletin board daily; knows of daily activities and meetings taking place in the club.

17. Coordinates banquet functions.
18. Attends department meetings.
19. Coordinates guestroom maintenance work with the engineering and maintenance department.
20. Reports unusual occurrences or requests to the Lodge Manager.
21. Knows all safety and emergency procedures and accident prevention policies and procedures.
22. Maintains the cleanliness and neatness of the front desk area.

D. Reports To. Lodge Manager

E. Supervises. No supervisory duties are included in this position.

F. This position is subject to overtime.

Job Descriptions

JD-906

- A. Position. Equestrian Club Manager
- B. Essential Job Functions. To provide member and guest enjoyment and a safe environment at the Equestrian Club. This would include appropriate staffing levels and programming of activities, leagues, and competitions, maintaining facilities, equipment, and safety procedures, and ensuring proper licensing, certifications, and training.
- C. Duties and Responsibilities
 - 1. Hiring, training and when appropriate ensuring licensing and certifications of staff
 - 2. Scheduling staff according to the needs of the business including seasonality, special events, and the normal course of business
 - 3. Working with each direct report to provide members and guests the appropriate programs, leagues and competitions so that high levels of member satisfaction are attained, and therefore optimizing member retention
 - 4. Work with other Department Heads and Club Staff to provide seamless integrated total club programming
 - 5. Provide period safety training and safety audits to maintain a safe environment for members, guests and employees
 - 6. Maintain all club owned and leased property in a condition conducive to obtaining all departments goals
 - 7. Order supplies, and maintain appropriate inventory levels to maintain all departments goals
 - 8. Provide period training sessions to keep staff knowledgeable in their areas of responsibility
 - 9. Provide period reporting to the immediate supervisor
 - 10. Keep all staff under their responsibility aware of all club activities so that they could inform members and guests
 - 11. Other duties as assigned.
- D. Reports To. Director of Outdoor Recreation
- E. Supervises. Assistant Equestrian Club Manager, other Equestrian staff.
- F. This position is exempt from overtime.

Job Descriptions

JD-907

- A. Position. Lodging Captain
- B. Essential Job Functions. Oversee and directs the welcome, check-in, check-out, and overall stay of guests occupying overnight accommodations.
- C. Duties and Responsibilities
 - 1. Assists with guest reservations, check-in, and check-out, as necessary
 - 2. Warmly welcomes guests as they arrive.
 - 3. Maintains open, friendly, and cheerful demeanor at all times.
 - 4. Opens front door for guests whenever possible.
 - 5. Escorts guests to lodging facilities.
 - 6. Helps with luggage, opens door, and demonstrates operation of TV, Internet, and various room amenities.
 - 7. Obtains bucket of fresh ice after guests are comfortably settled.
 - 8. Verbally offers personal assistance to guests anytime while on duty. Gives guests business card with number for personal cell phone.
 - 9. Addresses any guest complaints, desires, or needs while on duty.
 - 10. Monitors all lodging facilities' condition and notifies appropriate staff of any items needing attention or repair.
 - 11. Assists guests during checkout, if available.
 - 12. During down times, assists clubhouse, kitchen, and housekeeping staffs with any necessary tasks to help ensure maximum productivity and highest service levels.
 - 13. Assures guest satisfaction by going above and beyond normal duties and performing any necessary task, regardless of department.
 - 14. Performs other duties as assigned.
- D. Reports To. Clubhouse Manager
- E. Supervises. None.
- F. This position is subject to overtime.

Job Descriptions

JD-908

A. Position. Retail Manager

B. Essential Job Functions. Responsible for the overall operation of retail operation.

C. Duties and Responsibilities

1. Develops operating budget and after approval, monitors and takes corrective action as necessary to assure that the budget's sales and cost goals are attained.
2. Assures that effective orientation and training for new staff are implemented.
3. Ensures that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.
4. Assures that all standard operating procedures are in place and consistently utilized.
5. Works with assistant manager in marketing and sales promotion activities.
6. Ensures that all legal requirements are consistently adhered to, including wage and hour and federal, state, and local laws pertaining to alcoholic beverages.
7. Researches new products and develops cost/profit benefits.
8. Maintains documentation of market personnel records.
9. Monitors the ordering and receiving program for merchandise and supplies to ensure proper quantity and price on all purchases.
10. Consults with assistant manager and front of house manager to help assure the highest level of guest satisfaction.
11. Greets customers on a routine and random basis.
12. Continually works to ensure correct procedures are in place to minimize breakage and shrink.
13. Maintains responsibility for sales, expenses and profit goals as outlined in the market's operating plans/budgets.
14. Works with assistant manager and front of house manager in establishing and maintaining a productive, positive and supportive working environment for all.
15. Performs other duties as assigned.

- D. Reports To. Clubhouse Manager
- E. Supervises. None.
- F. This position is subject to overtime.

Job Descriptions

JD-909

- A. Position. Assistant Retail Manager
- B. Essential Job Functions. Manager on duty responsibilities as scheduled with duties including daily flash reports and bank deposits.

C. Duties and Responsibilities

- 1. Manages inventory and inventory software maintenance. Creates and maintains accurate receiving and processing procedures for all merchandise while working with retail manager on price changes and profit margins. Assists floor manager on task assignments for tagging and stocking merchandise.
- 2. Maintains accurate inventory numbers with ongoing verification of merchandise levels throughout the month and completion of month end inventory reports.
- 3. Develops and maintains inventory controls and organization of stockroom.
- 4. Maintains proper supply levels for stockroom supplies and related systems.
- 5. Reports any deficiencies or maintenance issues and makes suggestions for improvements in procedures and policies.
- 6. Prepares weekly schedule based on business needs and staff requests with final review by the retail manager.
- 7. Maintains RT account holder records including monthly billing procedures with support from retail manager.
- 8. Organizes home delivery requests, initial guest communication regarding orders, and follow-up when necessary.
- 9. Assists retail manager with creating marketing and sales promotion activities.
- 10. Works with retail manager and floor manager in maintaining a productive, positive and supportive working environment for everyone.
- 11. Works flexible hours including holidays and weekends.
- 12. Greets customers on routine and random basis.
- 13. Works floor shifts as needed.
- 14. Performs other duties as assigned.

- D. Reports To. Retail Manager
- E. Supervises. Retail Clerks, if any.
- F. This position is subject to overtime.