

NORTEC JOB SPECIFIC SKILLS COMPETENCY

Updated 2/11/99

MANAGER, HOTEL OR MOTEL

DOT: 187.117-038; O*Net-SOC: 11-9081.00 SVP 7

Job Description: Directs and coordinates efficient and profitable operations of a hotel or motel, including work of front office, clerical, accounting and finance, food service, housekeeping, maintenance, and other personnel. *Physical Demands* - Sedentary w/light lifting, carrying, or moving (up to 20 lbs); *General Educational Development* - R5 M4 L4; *Aptitudes* - Above average General Learning Ability, Verbal, Numerical, and Clerical Perception. Note: Position may require BA or an AA degree in hotel administration.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to establish standards for personnel administration and performance, service to patrons, room rates, advertising, publicity, credit, food selection and service, and types of patrons to be solicited, according to specific needs of business. (R, IN, S)
2. Can demonstrate and apply knowledge of government regulations pertaining to business operations. (IN, S)
3. Can demonstrate ability to meet with department heads to discuss policies, develop new programs, and solve administrative problems. (IN, I, S)
4. Can demonstrate ability to appropriately delegate authority and responsibility to department heads. (R, IN, I, S)
5. Can demonstrate ability to interview, hire, and evaluate personnel. (IN, I, S)
6. Can demonstrate ability to appropriately plan dining room, bar, and banquet operations. (R, IN, S)
7. Can demonstrate ability to appropriately allocate funds and authorize expenditures. (R, IN, S)
8. Can demonstrate ability to assist in planning budgets for departments. (R, IN, S)
9. Can demonstrate ability to prepare preventive maintenance programs. (R, IN, S)
10. Can demonstrate ability to prepare a safety program and implement emergency evacuation procedures due to unforeseen circumstances. (R, IN, I)
11. Can demonstrate ability to answer patrons complaints and resolve problems. (IN, I, S)
12. Can demonstrate ability to inspect and evaluate guests' rooms, public access areas, and outside grounds for cleanliness and appearance. (R, IN, S)
13. Can demonstrate ability to write accurate and concise reports for hotel/motel owner and top-level managers. (IN, S)
14. Can demonstrate proper procedure for filling out purchase orders and requisitions. (R, IN, S)
15. Can demonstrate ability to process reservations and adjust guests' complaints. (IN, I, S)
16. Can demonstrate ability to correctly tally daily cash receipts. (IN, S)
17. Can demonstrate ability to prepare and utilize reservation forecasting chart. (IN, S)
18. Can demonstrate ability to develop and prepare a marketing plan. (IN, S)
19. Can demonstrate ability to plot and understand a simple "Break-Even Point" chart. (IN, S)
20. Can demonstrate ability to calculate an average room rate. (IN, S)
21. Can demonstrate ability to calculate a percentage of occupancy. (IN, S)
22. Can list factors necessary for proper key controls. (IN, S)
23. Can demonstrate ability to operate reservations machine. (R, S, T)
24. Can demonstrate ability to operate credit card imprinted. (R, S, T)
25. Can demonstrate ability to operate NCR accounting machine. (R, S, T)
26. Can demonstrate ability to operate adding machine/calculator. (R, S, T)
27. Can demonstrate ability to operate computer. (R, IN, S, T)
28. Can demonstrate ability to operate PBX. (R, S, T)
29. Can demonstrate ability to operate FAX machine. (R, S, T)

30. **Can demonstrate ability to deal with people beyond giving and receiving instructions. (I)**
31. **Can demonstrate ability to work under stress to meet schedule deadlines. (I)**