



HOTEL MANAGER

Job Summary: Manager of Cartan program at assigned hotel property, room block, hospitality desk, and responsible for managing all staff assigned to hotel property.

DUTIES & FUNCTIONS

- Oversee daily operations at hotel; direct liaison between Cartan and hotel
- Review data including room inventory, occupancy statistics, and arrival and departure manifest in relation to hotel reservations
- Manage staff schedules and daily responsibilities for staff assigned to hotel property
- Manage hospitality desk set up, materials, and staff coverage
- Work in cooperation with all key departments; sales, transportation, and tickets to accommodate specific needs of the guests
- Work closely with transportation team related to assigned hotel property on shuttle schedule and procedures, and all transfers to and from the airport
- Manage guest arrivals, luggage handling, vehicle staging, greeting clients, and delivery of luggage and gifting to guest rooms
- Ensure guests are booked in rooms requested and that rooms are available prior to guests check in
- Oversee preparation of welcome packets & departure letters
- Ensure all hotel amenities and gift packages are available and distributed to guests
- Oversee ticket distribution to package guests staying at hotel
- Actively interact with guests; greeting guests, welcoming them, helping with check in and out as necessary, and handling client complaints according to company's policies
- Manage guest departures, including hotel bag pull, guest luggage identification and placement on vehicles
- Oversee and arrange special requests for clients including airline questions, ground transport, hotel accommodations, tourism activities, and tickets to events
- Prepare weekly activity reports as required by Accommodations Manager, and communicate regularly with Accommodations Manager about rooming list, notable client inquiries or issues, and any communications or issues with the hotel
- Review calendar of events, daily department updates, transportation schedule, and remaining available event tickets
- Perform other duties as requested by Accommodations Manager, Program Manager/Director

REQUIRED QUALIFICATIONS AND SKILLS

- Previous Olympic and Paralympic Games experience, in a similar or associated role desired
- Experience working in 4- or 5-star hotel operations
- Experience in managing hotel operations, such as rooms, front desk and banquets
- Ability to lead diverse teams with professionalism and flexibility
- Ability to multitask, while maintaining high attention to detail
- Able to manage, train and schedule on-site staff with varied skills and experience levels
- Knowledge of Tokyo, Japan advantageous
- First class attitude towards client and customer service
- Strong communication skills, both oral and written
- Excellent organizational skills
- Sound problem solving & decision-making capabilities
- High level of initiative and pro-activity
- Strong time management skills
- Possess the ability to think laterally in order to achieve the desired outcome
- Flexible working style, while remaining calm under pressure