



NIGHT MANAGER

Our client, the Burntwood Hotel is conveniently located in Thompson, Manitoba. The Burntwood Hotel is committed to growing with the city of Thompson, recently completing a major renovation and expansion projects to become a full service facility to business and leisure travelers alike. The upgraded and expanded facilities offer their guests much more than overnight accommodations by providing dining, conference, entertainment and recreational opportunities.

Recent renovations and expansions include a transformation of the beverage room into a Regal Beagle Sports Bar. This ½ star Canada Select rated property features 30 VLT's, thirty seven hotel guest rooms that have been recently added, luxurious jacuzzi suites, and modern amenities have been implemented in all guest rooms. This facility has an indoor pool complex, featuring an impressive 100+ foot waterslide, luxurious hot tub, adorable kiddie pool, exercise facility and a 5 bedroom executive wing. The property offers a fully licensed Grapes Restaurant & Bar and conference/banquet facilities. The Burntwood Hotel is Thompson's premier full service hotel, committed to offering our guests the finest in hospitality.

As the Night Manager you will report to the General Manger and will be responsible for ensuring the smooth running of the hotel throughout the night and to motivate and train a team in the absence of regular department management. By interacting with both management and staff, the primary focus of the night manager will be to ensure consistent guest satisfaction throughout every department within the hotel. In addition specific administrative duties will be tasked to the night manager. You will also be involved in implementing and carrying out necessary security checks, reporting any maintenance faults and successfully resolving any problems, queries or complaints which might arise. Key areas of responsibility are as follows:

- Communicate with staff, Managers and clients to uphold guest service standards in all areas.
- Enforce the policies and procedures of the company to ensure competent and friendly guest service.
- Performs administrative duties (partial list & not limited to) the following:
 - *End of Shift Grapes Lounge and VLT Reconciliations*
 - *Front Desk, VLT, Bartenders break scheduling for the Grapes restaurant and Regal Beagle Sports Bar.*
 - *Credit card and direct billing research from inquiries.*
 - *Check current day arrivals and future arrivals for information required by other areas and follow up for completion of tasks.*
 - *Require a minimum of 2 room inspections be completed and pass to General Manager with comments, deficiencies, etc.*
 - *Monitor cost controls, property conditions, cleanliness and quality of product and service throughout the hotel. Use guest comment cards to identify any shortfalls.*
 - *Encourage open dialogue among all associates and cultivating an environment, which encourages associate suggestions and involvement.*
- Ensuring and enforcing all safety and health rules, policies and regulations and Manitoba Liquor Control Commission regulations.
- Keeping the Management team informed on any and all issues relating to the operations of the business.
- Enforce all company policies and operating procedures.
- Develop and ensure proper daily/weekly work scheduling of all employees.
- Establish high quality standards and ensure compliance in achieving these standards, plus customer satisfaction.
- Perform human resources functions, such as: hiring, termination, staff development, and training for the Grapes Restaurant & Bar and Regal Beagle Sports Bar staff.

The successful candidate will have a high school diploma (additional schooling in food and beverage preferred). General experience required in the following areas: food and beverage, sales, marketing operations and general administration. A valid driver's licence is preferred. Management level -"It's Good Business" Certification is required and WHMIS Certification and Food Handling Certification are preferred. Experience working within a unionized environment is an asset.

The ideal candidate will have the ability to manage multiple responsibilities, have a working knowledge of the hotel industry and suppliers. You will have strong communication and comprehension skills combined with strong decision-making and problem solving skills. Excellent interpersonal skills, with a demonstrated capacity to work effectively with people from diverse backgrounds would be desirable. You will be required to work shifts.

If you believe you can make a strong contribution to this organization in the role of Night Manager, please contact Charlene Ramkissoon at 204.943.0553 ext. 209, or submit your resume in confidence to 083182.legacy@hiredesk.net.

