



## **Job description: Assistant General Manager**

*Assistant General Manager (AGM)*

Full Job Description

Ramada Plaza Resort and Suites by Wyndham is now seeking a Assistant General Manager-Orlando to join our team on International Drive Orlando, Florida.

### **Job Summary**

This position is responsible for assisting the management with the daily operations of the hotel to maintain standards for guest satisfaction, employee satisfaction, quality assurance and asset protection while managing costs within budget.

### **Education & Experience**

#### **MINIMUM EDUCATION:**

- Bachelors Degree preferred.
- High School Diploma or equivalent required.
- Minimum 3 Years Experience as Assistant General Manager

#### **MINIMUM EXPERIENCE:**

- Knowledge of training criteria specific to hospitality industry and/or adult learning preferred.

### **Physical Requirements**

- Must be able to stand for extended periods of time, at least two hours intervals.
- Must be able to work in a sitting position for extended period of time; at least four hours.
- Must be able to reach for specific objects at short distances in local working areas.
- On occasion may be required to lift and carry heavy objects, push or pull heavy objects; kneel, bend or stoop, and ascend or descend ladders or stairs.
- Capable of working in a fast paced environment and in stressful situations.
- Must respond to multiple task interruptions and still provide service to internal and external customers in a professional and courteous manner.
- May require local travel to various locations on business.

### **General Requirements**

- Communicate clearly and effectively both orally and in writing.
- Logically and independently plan, organize and complete work.
- Must be able to take initiative and have well-developed interpersonal skills.
- Bilingual (Spanish/English) preferred.
- Proficient in MSWord, MS Excel, and MS Outlook (pre-employment testing).
- Able to set and achieve high standards of performance.
- Must be able to perceive quality of work and read material.
- Must be able to conduct analysis and generate reports to reflect findings.
- Must be able to learn and maintain job duties/knowledge of basic concept and techniques and complete detailed work assignments.
- Must be able to perform the manipulation of numbers and basic math calculations.

- Must be able to perform job tasks and remain vigilant in the event of an emergency.
- Must be able to prepare and deliver formal presentations before public and private concerns.
- Must be able to make progress on multiple assignments under time constraints.
- Obtain any locally required certifications.

## **Fundamental Requirements**

### Revenue Management:

- Support sales and Revenue Management efforts as directed by the management and the corporate sales organization.
- Assist management with informing the front desk staff about rate structure and know how to implement yield management policies and procedures.
- Assist with the training of the front desk staff to successfully perform all front office operations and revenue management and central reservations procedures.
- Train front desk and reservation staff to successfully perform selling techniques and procedures for current promotions.
- Achieve maximum revenue.
- Perform front desk sales representative and night auditor duties as required by staffing levels and business demand.
- Compose departmental correspondence as needed.

### Financial Results:

- Support the achievement of planned budget by managing departmental expenses within budget; explain the causes for budget variances and take corrective action to avoid future occurrences and adjust spending to eliminate variances.
- Protect the company's financial assets by properly administering company policies and procedures for all financial transactions for assigned department(s). Also, properly administer company policies and procedures for protecting the safety of guests and employees.

### Guest Satisfaction:

- Train hotel staff to successfully perform guest service procedures in accordance with company standards (e.g., greeting, scripts, pre-assignment of rooms, etc.).
- Train hotel staff to successfully perform all functions for guest service and for handling upset guest who are dissatisfied with the products and services they received. Personally handle difficult situations involving upset guests. Attempt to resolve all issues of poor guest service before guests leave the property.
- Personally respond to guest complaint letters and Guest Assistance Contact Forms and comment cards in accordance with company standards.
- Manage the 100% guarantee procedures in accordance with standards, and eliminate service issues that result in repeated invocations of the guarantee.
- Receive satisfactory scores for Medallia (i.e., guest satisfaction survey) and take action to correct any deficiencies in assigned department(s).

### Employee Satisfaction:

- Recruit, select, train and manage employees to deliver guest services and quality products that will lead to achieving goals for revenue and profit.

- Properly administer Company policies and procedures for human resources management, payroll administration, personnel transactions and fair treatment of employees.

#### Product Quality:

- Ensure a satisfactory guest experience and protect the company's physical assets by maintaining the physical condition of the hotel in accordance with established quality control standards.
- Receive satisfactory scores for product quality as measured by Medallia, and take action to correct any deficiencies.

#### Developmental Assignments

- Act as manager on duty in absence of general manager.
- Serve as acting general manager at various hotels to cover vacated positions and to relieve general managers on vacation.
- Complete assignments or special projects at various hotels as assigned by the management for the purpose of gaining additional experience in preparation for promotion to general manager.
- Assist management with the implementation of best-demonstrated hotel operations in all hotels within region to improve productivity, product quality, and guest and employee satisfaction throughout the region.

#### COMPANY OVERVIEW:

The Ramada Plaza Orlando and Resort is operated by the franchisee and is part of the Wyndham Hotels & Resorts which is the largest hotel franchisor in the world and a leading hotel management company. Our iconic brand, united by the richest and simplest rewards program in the business, make hotel travel possible for all.

Our management are ambassadors of our brand, and together, we champion everyday travelers. We believe guests deserve great experiences, and our robust portfolio—distinguished by our leading economy and midscale brands—delivers just that.

Our Company is an Equal Employment Opportunity Employer.

**Job Location:** Ramada Plaza Resort and Suites, 6500 International Drive, Orlando, Florida, 32819

Employment Status: Full-time

Job Type: Full-time

Pay: \$39,000.00 - \$62,562.00 per year

COVID-19 considerations:

Our Hotel's current policy on mask mandate: All Staff are required to wear masks to protect staff member, other staff members, and guests. Guest are recommended but not required to wear masks.

Please email resume to: [resumes@michotel.com](mailto:resumes@michotel.com)