

Pembroke Arms Hotel

Wilton, Salisbury, Wiltshire, SP2 OBH
Tel 01722 743328 Fax 0845 2991148

www.pembrokearms.co.uk



Job Description – Duty Manager

Job Title: Duty Manager

Reports to: Owners

Overall Purpose: To help in the running of the hotel in an efficient and professional manner in order to keep the hotel fully operational.

Main Responsibilities:

- Waiting at tables
- Serving meals
- Coffee making
- Ice Cream Serving
- Serving drinks at the bar
- Checking guests in and out including help with luggage
- General cleaning including bedrooms when necessary.
- Helping in the Kitchen including cleaning and dishwashing, when necessary
- Cleaning and the setting up of conference rooms which involves furniture moving and IT-AV setup.
- Taking reservations over the phone.

Knowledge and Experience

We are looking for intelligent, polite individuals who can work under their own initiative.

Educated to GCSE standard in English and Maths.

Key Skills and Behaviours

We are a very small team and in order to run the hotel efficiently require each member of staff to do anything that may be required at any given time. We work hard when we have work and have time off when business is quiet. In order to fit in you will have to be very flexible with working hours. Average weekly working hours are 20 although there is a potential to do many more hours the more capable person you are. This role is key to the smooth and efficient running of the business. As a duty manager you will have to be proactive in responding to the needs of the company at any given time. An ability to use own initiative is a must.

- Ability to use initiative and common sense, proactive.
- Good interpersonal and communication skills, personable & polite.
- Flexibility, a willingness to “get stuck in”.
- Sound organisational skills and the ability to plan, prioritise and adapt to changing demands.
- Have sensitivity towards guests and customers’ needs.
- Ability to lift heavy items including furniture.
- Ability to work alone.

These duties will be reviewed periodically and amended according to the needs of the business and progression of the role.