

Night Manager on Duty (MOD)

Job Details

Position Type: Full Time
Salary Range: Undisclosed
Job Shift: PM
Reports To: General Manager



Description

Position Summary

The Night Manager on Duty (MOD) is responsible for overseeing all operations of the hotel resort during the night shift. This includes managing guest services, ensuring the safety and security of the property, and coordinating with all departments to ensure smooth operations overnight. The Night MOD will also serve as the primary point of contact for guest concerns, staff issues, and emergencies that may arise after hours.

Key Responsibilities

Guest Services & Satisfaction:

- Respond to guest inquiries, concerns, and complaints in a professional and timely manner.
- Ensure all guests receive an exceptional experience during their stay, handling any issues that arise.
- Oversee the check-in and check-out process for late-night arrivals and departures.

Staff Supervision:

- Supervise and coordinate night shift staff, including front desk agents, security, and housekeeping.
- Provide guidance, support, and direction to team members, ensuring all duties are carried out efficiently.
- Maintain communication with day shift management to ensure a smooth transition and handover of responsibilities.

Operational Oversight:

- Monitor the operational aspects of the hotel, including room status, guest requests, and facility cleanliness.
- Ensure that hotel policies and procedures are followed.
- Track and address maintenance issues, ensuring prompt resolution of any concerns.

Security & Safety:

- Monitor the security of the property, ensuring the safety of guests, staff, and the premises.
- Handle emergency situations calmly and effectively, coordinating with local authorities if needed.
- Complete regular rounds of the property to ensure all areas are secure.

Communication:

- Maintain effective communication with all hotel departments and management teams.
- Provide clear and concise reports on issues, incidents, and key observations during the night shift.
- Maintaining clear communication with F&B outlets and banquets is essential to ensure smooth operation and coordination across departments.

Qualifications & Requirements:

- Previous hotel or resort experience required; supervisory or management experience preferred.
- Excellent customer service skills with a focus on problem resolution.
- Strong communication and interpersonal skills.
- Ability to work independently and take initiative during the night shift.
- Knowledge of hotel operations and reservation systems.
- Must be able to handle emergencies with professionalism and composure.
- Availability to work night shifts, including weekends and holidays.
- Physical ability to conduct regular rounds of the property.