

Rooms Division Manager

Description

The Rooms Division Manager oversees front office, housekeeping, and guest services departments in a hotel or resort, ensuring smooth check-in/check-out, room readiness, and guest satisfaction throughout the stay.

Responsibilities

- Oversee front office, housekeeping, and concierge operations.
- Monitor occupancy, room status, and guest satisfaction scores.
- Resolve escalated guest issues and service recovery.
- Manage staffing, training, and scheduling across rooms division teams.
- Coordinate with sales and reservations on inventory and rates.

Requirements

5+ years of front office or housekeeping leadership experience. Strong knowledge of property management systems (PMS). Excellent problem-solving and guest recovery skills.

Benefits

Competitive salary, service charge, health insurance, staff accommodation support at select properties, and growth opportunities into Hotel Manager roles.