We are seeking an Assistant General Manager at the Fairfield by Marriott Denver West Federal Center, which just opened last January in 2019. This role will work collaboratively with a highly-talented and passionate team. We believe that a team atmosphere is at the heart of our daily actions and that we should all be creative and bold to make lasting memories for guests, customers and team.

Our mission is to elevate human dignity, peer respect, and self-esteem by providing exceptional, responsible and measured care, services and opportunities for our key stakeholders. Simply said, we “Make Money and Do Good” at Lodging Dynamics Hospitality Group and it isn’t just something we say, we live it!

If you are seeking an environment where you are surrounded with a driven, creative, action oriented, competitive, supportive and fun team, this just may be the perfect fit for you.

The Beauty of Simplicity

Fairfield by Marriott guarantees a beautifully simple stay wherever you travel – at over 1000+ locations worldwide. Our Marriott family farm heritage inspires a calming, reliable experience characterized by warm hospitality, all at a great value.

Scope:

Heads and manages the operation of the front desk, breakfast, housekeeping and laundry divisions of the hotel to ensure that hotel guest rooms, public spaces, and other areas of the hotels are immaculately clean, organized, and sanitary. Ensures that each department meets high standards of quality and efficiency so that guest satisfaction is optimized.

Primary Responsibilities:

Ø Recruits, hires, trains and provides career development for all hourly staff; conducts performance evaluations and provides feedback for employees.

Ø Develops and implements systems for inspecting and managing the quality of the rooms division and services provided and to ensure timeliness and efficiency of services

Ø Supervises work activities of hourly staff

Ø Assists in assuring staff is practicing efficient and effective procedures

Ø Reports any maintenance repairs to maintenance staff; records repair information in maintenance log

Ø Conducts training classes regarding safety, security, department procedures and service guidelines.

Ø Schedules staff’s work schedules and duties according to productivity standards and forecasted occupancy; monitors staff’s adherence to schedules and duties.

Ø Prepares reports about room occupancy, payroll, department expenses, and inventories and shares data with appropriate department heads.

Ø Responds quickly to guest requests/complaints in a friendly manner. Relays appropriate requests or complaints to appropriate subordinate or manager. Follow up to ensure guest satisfaction.

Ø Investigates complaints regarding housekeeping services and takes corrective actions.

Ø Establishes and maintains cost control systems for all controllable expenses such as linen and cleaning supplies inventories; oversees the budgeting, ordering and receiving of such supplies to maintain appropriate inventory levels necessary for efficient operation of the hotel.

Ø Displays a professional image at all times through appearance and dress.

Ø Follows company philosophies, policies and procedures and is able to effectively communicate them to subordinates.

Ø Ensures hotel is in compliance with all federal, state and local laws, including OSHA, EEOC, Wage Hour and Health laws.

Note: Other duties as assigned by the GM

Relationships:

Internal: Guest Service: To communicate, coordinate services, and resolve problems.

Engineering: Communicate anything needing repair.

External: Guests: To provide service.

Vendors: Order and receive supplies.

Qualifications:

Education/Experience: High school diploma or equivalent and two years experience in a hotel or similar industry, to include supervisory experience. Special consideration will be given to those who exhibit exemplary performance.

Skills and Qualities:

Ø Leadership skills

Ø Interpersonal skills.

Ø Communication skills.

Ø Organizational ability.

Ø Attention to detail.

Ø Ability to prioritize tasks

Ø Flexible worker

Ø Appreciation of clean facilities

Ø Logic and reason

Ø Encouraging and motivating towards others

Working Conditions:

Will be required to work nights, weekends and holidays.

Will be required to work in fast paced environment.

Will be exposed to and working with household chemicals.

Physical/ cognitive conditions:

This description of physical and mental activities is not intended to describe essential job functions. Rather, its purpose is to give the job applicant a feel for the physical and mental activities of the job to the end that an applicant with a disability can determine whether he or she will be able to do this job either with or without accommodations.

Since supervising a group of employees and inspecting their work is the major responsibility of this position, the AGM spends a significant amount of their workday listening and speaking.

The person in this position spends a significant amount of time utilizing problem solving, counseling, reasoning, motivating and training abilities.

Advanced mathematical skills and reading abilities are used.

Carrying and/ or lifting approximately 50 pounds and pushing and/ or pulling approximately 200 pounds occurs infrequently.

Organizational Structure

· Reports to: General Manager

· Subordinates:Housekeeping Supervisor,House persons, Room Attendants, Laundry Attendants, Breakfast attendants, Front desk associates, Night auditors, Front desk Leads, and Housekeeping/Breakfast Coordinator

We are operated by Lodging Dynamics Hospitality Group. LDHG operates several hotels in the Rocky Mountain region with plans to continue to expand. Therefore there is room for growth in the company and the opportunity to take on more hotels and responsibility if successful.