



Job Title:	General Manager	Department:	Management
Location:	Columbus, GA	Property:	
Position Type:	Full Time		
HR Contact:	Kelli Nelson	Date Posted:	

Overview:

Manages all day-to-day activities of the hotel operation and demonstrates exceptional customer service.

RESPONSIBILITIES AND REQUIREMENTS:

- Oversee the daily operations of the hotel.
- Ensuring that all aspects of the hotel operation are meeting customer satisfaction standards, including cleanliness, maintenance, security, staff professionalism, and customer service
- Responsible for the interviewing, hiring and complete on-site training for all new employees along with any disciplinary and discharge of hotel employees according to company standards.
- Help maintain a compliant, safe, secure, and healthy environment by establishing, following, and enforcing policy and procedures.
- Ensure that deposits are made daily, except for the weekends.
- Forward all accounting information to Corporate every week to include night audit, deposit slips, unpaid invoices, and checks written from petty cash accounts with attached invoices.
- Assist/Conduct monthly department meetings to review the performance of the hotel along with answering any questions they may have.
- Oversee guest and employee incidents.
- Must be neat in appearance and wear Business Casual attire.
- Assist with staff performance reviews in accordance with company standards.
- Attend all required meetings and help complete tip reporting.
- Perform other duties as assigned by Management along with any additional training that may be required.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High school diploma or GED preferred.
- 5-7 years' experience in hospitality required.
- Must work well in stressful situations and maintain composure under pressure.
- Detail oriented and strong written/verbal communication required.
- Will need to be able to listen, understand, clarify, and resolve concerns/issues raised by employees and guests.
- Able to understand financial information, data, and basic mathematical functions.
- Must pass a background check and drug screen.

PHYSICAL REQUIREMENTS

- Must be able to stand for long periods of time.
- Able to lift, carry, push, and pull up to 35 lbs.

DISCLAIMER:

The job description is not an exhaustive list of all functions the employee may be required to perform. Valley Hospitality reserves the right to revise the job description at any time. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Kelli Nelson	Date:	1/4/2023