

Accor professions guide: Rooms Division Manager (m/f)



What exactly does my mission involve?

- Is in charge of the organisation and quality of Reception, Room Service and Floor services offered to guests
 - Is responsible for good financial and qualitative results for the department
 - Helps define and implement hotel strategy
 - Ensures respect of internal and external audit procedures
- Apply on line for the Rooms Division Manager positions

This profession exists...

In most of the large hotels of the group around the world.

[Personality](#) | [Activities](#) | [Qualifications / Experience](#) | [Progression](#)

- Management skills
- Ability to analyse and anticipate
- Good listening and communication skills
- Diplomacy and self control
- Leadership

Customer Relations

Develops close relationships with guests throughout their stay with the aim of gaining their loyalty

Is often present in the lobby and at reception in order to meet guests on a daily basis

Ensures that guests receive a warm and personal welcome

Knows the behaviour patterns of regular guests and issues instructions to the different teams within the department

Handles guest complaints if they have not been dealt with by team members

Presents the General Manager with a daily report on activities and events

Team Management

Supervises and coordinates the departments: ensures they are well organised and run smoothly

Is in constant contact with the other departments and ensures that information circulates smoothly between them
Is responsible for consistency and coherence between different teams
Involves and motivates his/her teams
Ensures headcount matches the level of activity
Recruits the Heads of Department under his/her responsibility
Takes part in or validates the recruitment of all team members
Carries out annual performance appraisals on the people directly under his/her responsibility, sets targets and provides support for career development
Validates the annual performance appraisals carried out by the Heads of Department (reception and floor departments)
Respects and ensures respect of labour regulations
Ensures the application of hygiene, safety and environment regulations

Sales development

Prepares the marketing and commercial action plan for the hotel
Optimises the hotel's occupancy rates and develops associated services
Ensures that all sales made comply with the sales policy as defined by the brand and the hotel
Plays an active role in the marketplace policy
Keeps track of the standard of services delivered, based on guest comments and quality audits
Keeps close track of what the competition is doing
Is actively involved in the local area to keep up-to-date with the needs

Management and Administration

Draws up the annual budget for the department and follows up implementation
Implements the rooms pricing policy in an effort to optimise it
Motivates and drives the team to attain the department's quantitative targets
Manages headcount to ensure it matches the level of activity in line with the predefined budget
Carries out occasional checks on cash operations, activity reports etc
Checks and analyses the dashboard charts prepared by the Heads of Department
Takes part in "Debtor" meetings and runs thorough checks on files in litigation
Analyses financial results and takes corrective measures as necessary throughout the year
Decides on the department's investments in conjunction with the General Manager

- Business school with operational experience
 - Vocational hotel and catering school with management experience
 - Other operational background with management experience
 - 5 to 10 years' professional experience in a range of contexts (business sector, volume, country etc) and good knowledge of rooms professions Recognised management skills
 - Good knowledge in Revenue Management
 - Computer literate (Windows environment), PMS, Hotix, Tars online and an aptitude for new technologies
 - Languages: fluent in the national language, English and a 3rd language would be a plus
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- Operations Manager
 - General Manager
 - Hotel of another brand or with higher capacity
 - International mobility