JOB OPPORTUNITY

Duty Manager

Type of Vacancy : Full Time

Preferred education level (s) : Degree

Preferred Major (s) : Business, Mass communication

Organization details :

Company : 1975 Avenue & Hotel
Website : https://www.1975.com.my/
Address : 1, Jalan Kempas Lama, Taman Kempas Utama, 81300 Johor Bahru, Johor Darul Ta'zim, Malaysia

Job Responsibility :

Guest Experience & Service Excellence

1. Oversee all guest touchpoints, ensuring warm welcomes, smooth check-ins/outs, and personalized experiences.
2. Handle VIPs, repeat guests, and special requests, ensuring high levels of satisfaction.
3. Address and resolve guest complaints promptly with effective service recovery.
4. Monitor guest feedback through surveys, reviews, and direct interactions, and take action to improve service.

Team Leadership & Supervision

1. Lead, train, and motivate guest services associates (front desk, concierge, bellmen, lobby ambassadors).
2. Develop shift schedules, assign duties, and ensure SOP compliance.
3. Conduct regular team briefings and coaching sessions to maintain service standards.
4. Foster a guest-centric culture with a strong focus on hospitality excellence.

Operations Management

1. Ensure smooth daily operations at the front office, concierge, and lobby.
2. Coordinate with Housekeeping, F&B, Reservations, and other departments for guest requests.
3. Maintain accurate records of reservations, guest profiles, and billing.
4. Assist with upselling and promotion of hotel services, packages, and loyalty programs.

Administration & Reporting

1. Prepare daily guest services reports, including occupancy, VIP lists, and service highlights.
2. Monitor and control departmental expenses within budget.
3. Ensure compliance with safety, security, and brand standards.
4. Contribute to performance reviews and recommend training needs.

Job Requirements and Qualifications :

Qualifications & Requirements

1. Diploma/Degree in Hospitality Management or related field.
2. Strong leadership, interpersonal, and communication skills.
3. Excellent problem-solving and conflict-resolution abilities.
4. Proficiency in hotel PMS (e.g., Opera, Fidelio) and MS Office tools.
5. Multilingual skills are an advantage.
6. Flexible to work shifts, weekends, and public holidays.

Benefits :

- ✓ Duty Meal
- ✓ Staff Insurance
- ✓ Medical
- ✓ Annual Leave Entitlement
- ✓ Hospitality Industry

Person-in-charge :

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