



JOB DESCRIPTION

Title: Chanticleer & Grandview Manager	Team: Chanticleer & Grandview
Reports to: Director of Food & Beverage	Status: Full-Time, Exempt

Summary

The Chanticleer & Grandview Manager position offers a partner the opportunity to lead an amazing team as they foster guest service excellence at one of the area's most unique boutique lodging (Chanticleer Inn Bed & Breakfast) and event venue (Grandview) experiences atop historic Lookout Mountain. Under the direction of the Director of Food & Beverage the Chanticleer & Grandview Manager is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Adheres to organization's processes and procedures, ensuring these are consistently followed at all times.
- Responsible for the overall daily operation of Chanticleer Inn, including the daily performance of the following responsibilities:
 - Pre-arrival process, Arrival, Check In/Check Out, Bookings, Guest Services, Concierge and Food & Beverage.
 - Final preparation and inspection of all guest rooms (i.e., ensuring placement of in-room materials and pre-arrival packages, etc.)
 - Maintenance and planning of room rate pricing in alignment with pricing strategy and seasonality.
 - Scheduling and communication of property projects with respective operational teams and Director of Food & Beverage
- Works alongside Director to create annual budget for both Chanticleer and Grandview needs as well as manages projects/expenses to budget on an ongoing basis.
- Works with Marketing team to provide input about annual advertising plan, including website updates, ad selection and budget accountability.
- Facilitates cross-selling of Chanticleer and Grandview offerings.
- Supports Grandview and Chanticleer teams in the formation of sales, operational, and guest service strategies.
- Leads the Chanticleer and Grandview Teams including work delegation, evaluation, and performance management.
- Works with Director to create and update written standards of operations for Chanticleer and Grandview.
- Assigns projects and directs team to ensure compliance and accuracy, related to each respective property's operating goals.
- Creates and/or reviews weekly schedules for both Chanticleer and Grandview partners, ensuring all shifts are efficiently staffed, and approves time sheets for team members.
- Ensures Chanticleer and Grandview partners receive proper training and monitors the progress of new partners to confirm that they are properly trained and providing excellent guest service.
- Manages and evaluates food & beverage programs and implements changes as needed.
- Ensures the maintenance and quality standards are upheld throughout both properties.
- Responsible for maintaining Health and Safety Standards.
- Reviews guest satisfaction feedback, ensuring a high standard of service.
- Maintains inventory records and places reorders for all amenities, operational supplies, administrative supplies, food items, and beverage items.
- Monitors cash handling procedures to minimize shrink/loss.

- Performs other duties as assigned by management.

Qualifications

- Bachelor's degree in Hospitality Management, Business Administration, or closely related field preferred.
- Minimum 3 years' experience in Boutique Lodging, Hospitality, or closely related field required.
- Coordination and Team Leadership skills with the ability to motivate, develop, and oversee others.
- Ability to lead up to 30 partners.
- Possess a kind personality, the desire to contribute to a great team, and willingness to learn or improve skills.
- Ability to display a professional, engaging, and polite image to guests and team partners.
- Ability to speak effectively in one-on-one and small group situations knowing that your feedback and input is important to the team.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Ability to read and understand operational documents.
- Ability to work effectively with a team in a fast-paced, efficient, environment.
- Must possess a current driver's license and good driving record.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.