



## Manager on Duty Manual

(It is important that you review every section of this manual and add to, change or remove all sections that do not match up with your property. It is also important to review this document with regards to what is legally correct in your operating area and if you operate in a union environment, that the words stay within the context of the existing union contract.)

Month / Day / Year

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## **Manager on Duty**

You have just accepted the responsibility for the safety and care of approximately 600 guests, upwards of 25 staff members and buildings worth approximately \$8,000,000.

The decisions you make and actions you take will determine whether or not all of our guests leave happy and become our properties greatest spokesperson.

When not physically required to be on property, all Duty Managers must be accessible either by phone or pager and be able, if necessary, to return to the hotel within 10 minutes. Don't forget the primary reason for being at the hotel is to assist our guests with any questions or concerns they may have as well as assist, where possible, the front desk staff.

Duty Managers are also expected to do a thorough check of the hotel complex (both inside and out) every hour during a shift. It is mandatory to carry a "walky-talky" on rounds, especially at night, so that constant communication can take place with the front desk. A final word about rounds - if for any reason, a Duty Manager feels uneasy about walking the property, do not hesitate to have maintenance/security assist you.

## **Manager on Duty Schedule**

During all weekend hours, there will be a designated Manager on Duty. The rules below apply specifically to the peak periods of the year but the responsibilities are the same. The schedule for 2002 is located in appendix 3. If you are switching your obligation with another listed manager, please put this change in writing and submit it to the General Manager.

Duty Managers are expected to be on property during the period of May 1 to October 15. This includes Friday and Saturday nights (also Sunday if a long weekend) between the hours of 6:00 p.m. to 9:00 p.m. and Saturday and Sunday mornings (also Monday if a long weekend) between the hours of 9:00 a.m. to 11:30 a.m. If "check-outs" are running late, then it is the Duty Manager's responsibility to stay until the Front Desk feels confident things have calmed down. The same is true of the evening check-in period.

Don't forget the primary reason for being at the hotel is to assist our guests with any questions or concerns they may have as well as assist the front desk staff, where possible. Duty Managers are also expected to do a thorough check of the hotel complex (both inside and out) every hour during a shift. It is mandatory to carry a "walky-talky" on rounds, especially at night, so that constant communication can take place with the front desk. A final word about rounds, if for any reason, a Duty Manager feels uneasy about walking the property, do not hesitate to have maintenance/security assist you.

When not physically required to be on property, all Duty Managers must be accessible either by phone or pager and be able to return to the hotel within 10 minutes if necessary.

During the balance of the year, Duty Manager's need to be on call. MOD shifts run the entire weekend.

## **Manager On Duty Check-List** (see forms)

There is a comprehensive check-list of duties that need to be performed during your shift. Individually, each and every one of them is important. Together, they mean a smooth and efficiently run property that is looking after its guests...and maximizing its business opportunities.

## **Your Hotel Service Commitment**

Our commitment to the travelling public is to satisfy two critical yet simple expectations: friendly, courteous service and a clean, comfortable room where everything is in working order.

Today, with the numerous lodging choices available to you, we are reaffirming our commitment to ensure you receive the service and accommodations you expect. If you have any problem while staying with us, please contact the Front Desk immediately so that we may have the opportunity to correct the situation and to ensure your stay is a pleasant one.

If for some reason we can not correct the problem or you feel we did not live up to Mr. Day's service commitment, this Days Inn will refund a portion of your stay.

At Our Hotel, we want to meet our guest's expectations. So in addition to the new guest service procedure we are also implementing a guest satisfaction commitment.

To maintain our prominent position, we must position exemplary guest service as the main focus of our day to day hotel operations. Our Hotel Service Commitment Program is a mandatory program that is designed to demonstrate our commitment of providing service that meets and/or exceeds our guest's expectations.

The following steps explain the procedure for Our Hotel's Service Commitment Program:

*At check in, guests must be given a copy of the pledge along with his/her room keycard.*

*You are required to complete 75% of your courtesy calls in conjunction with our overall Guest Service Program*

## **It's the Guest**

It's all very simple.

### **No Guest = No Hotel.**

Everything we do should be focused on satisfying the guest. It's our primary job to insure that the guest has a **stress free** experience from the moment they call to make a reservation until the time they leave the property.

## **The Guest... Our Most Valuable Asset!**

# Order Form

Please complete this form to order your copy of our **Manager on Duty Manual**.

**\$39.00\***

This manual will be delivered as a MS Word Document via email. It can be completely customized for your property. If a DVD is required you will be quoted on the additional cost mailing and handling charges.

Please fill out this form.

Company Name		Address		
Contact Person	City	Province/State	Postal Code/ZIP	
Area code / Telephone Number	Contact Extension or Telephone Number	Email Address		
Fax Number	<input type="checkbox"/> Cheque Enclosed	<input type="checkbox"/> Credit Card	Visa/MasterCard/Amex #	Expiry
Name on Card	Signature	Today's Date		

If paying by credit card, please fax completed form to 613-546-2893.

If paying by cheque, please fax the completed form to 613-546-2893 and please mail completed form with payment to the address below.

\* All pricing is in Canadian Dollars. All pricing is plus applicable taxes (applies only to Canada)

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