

THE DOMINICAN

Function: Night Supervisor
Department: Front Office
Direct responsible: Front Office Manager/Assistant Front Office Manager
Contract: Full time

Objectives

- **Ensure smooth night operations:** Oversee the efficiency and effectiveness of all night shift activities, ensuring seamless service and operational continuity.
- **Maintain high standards of guest satisfaction:** Act as the main point of contact for guest interactions during the night, handling inquiries, complaints, and any unforeseen issues.
- **Uphold safety and compliance standards:** Ensure that all hotel policies, including health, safety, and hygiene, are strictly followed during the night shift.
- **Develop and lead the night team:** Support and enhance team performance by providing leadership, coaching, and opportunities for professional growth.

Overall & General Tasks

- Management and daily use of Night Supervisor email account
- Shift coordination to ensure all tasks from night shifts are distributed effectively and that the team members are working efficiently and assisting when necessary.
- Manage the night team schedule (including holidays, sick leave, etc.)
- Handle guest requests and resolve any issues that arise during the shift, ensuring guest satisfaction is maintained at all times
- Lead by example, maintaining high morale among team members, ensuring a positive and collaborative work environment
- Train new employees/interns/students, provide guidance during shifts, conduct performance reviews, and provide ongoing coaching to enhance the team's skills and performance.
- Ensure SOPs compliance at all time and followed by the staff
- Handle emergencies or unexpected incidents, ensuring guest and staff safety by following established protocols. (Fire training to be followed in November)
- Provide reports to FOM at the end of each shift by email, highlighting any issues, guest feedback, or staff performance concerns
- Address and resolve operational challenges that arise during the shift, making timely and effective decisions when necessary.
- Oversee the completion of all end-of-day financial and operational reports, including balancing accounts, generating reports, and securing the premises (including bring the cushions from terrace inside in case of rain)
- Ensure the email box from reception is handled during night shift and all requests either transferred or managed.
- Make independent decisions regarding operational issues, guest requests, or emergency situations in the absence of senior management.

- **TDH & Daily Operational Responsibilities/Tasks**

- Take away signage in the lobby and secure up to date operations
- Make sure the courtyard is safe and secured versus weather conditions
- Secure all doors are locked from the inside as from 11pm or after operation hour, without nu exception
- Remove dirty plates from corridors when conducting safety tours
- Communicate technical and urgent complaints to GM by Handover mail.