



## **Job description Assistant to Hospitality Manager**

### **Purpose of the job**

The Assistant to Hospitality Manager is responsible for the operational aspects of work in the guest house, including reception, dining hall, kitchen, dish-wash and housekeeping. He or she is particularly responsible for the personnel guidance and coaching of the volunteers and staff (reservation officer, head of housekeeping, head of kitchen, head of dining hall) in order to provide good service to the guests and to ensure a good team spirit amongst all persons working in the guesthouse.

### **Position in the organization**

The Assistant to Hospitality Manager reports to the Hospitality Manager and weekly meetings are held between them.

Every 1-2 months there is a meeting with all the staff members who are under the responsibility of the Hospitality Manager: the Assistant to Hospitality Manager, the Reservations Manager and the Heads of the Kitchen, Dining Hall and Housekeeping. Every week there is a meeting with the Community Manager and the Human Resources Officer (HRO) concerning daily work and applications.

She or he directs and supervises the ever changing team of volunteers working in the guest house.

### **Responsibilities**

- Guiding, coaching and organizing of the team of volunteers;
- Being able to work in all workplaces of the guest house, giving a good example and give a hand if necessary.
- Reporting problems and opportunities to the Hospitality Manager;
- Drawing up the schedules of the receptionists and cooperating with the front desk;
- Supervising and, if necessary, drawing up the schedules of dining hall, housekeeping, kitchen and dishwasher;
- Organizing the guest house duties;
- Maximizing efficiency of all volunteers and staff through effective scheduling, communication and training.
- Maintaining a high standard of service quality in the guest house area;
- Keeping control of all the equipment;
- Cooperating effectively with other departments and branches.

### **Authorities**

Supervisor of the volunteer team of the guest house;

Supervisor of the heads of kitchen, dining-hall and housekeeping.

## **Tasks**

- Paying special attention to the guests to ensure that they receive high level of service;
- Constantly searching for improvements in work practices;
- Place the volunteers in the fitting workplaces in cooperation with Community Manager and Human Resources Officer.

## **Contacts**

### ***Internal***

- Hospitality Manager, Reservations Manager, heads of kitchen, dining-hall and housekeeping;
- Community Manager
- Human Resources Officer;
- Guest house staff;
- Volunteers, guests

## **Knowledge and experience**

- People guiding and coaching;
- Team management;
- Fluent English language skill.

## **Competences and qualifications**

- Good command in computer and software;
- Organising and planning ;
- Motivating and instructing people;
- Leading and teamwork;
- Ability to improvise.

## **Personal skills**

- Inspiring personality;
- Leadership skills;
- Hands on mentality;
- Communication and interpersonal skills;
- Flexible and stress resistant.

## **Other requirements**

- Willingness to live in a small village community;
- Willingness to support the Christian identity and the ideology of Nes Ammim.

## **Period of stay**

The Assistant to Hospitality Manager will stay for a minimum of one to two years.