

JOB DESCRIPTION – RESORT MANAGER

Job Title: Resort Manager

Department: Management

Reporting To: Chief Operating Officer

Location: The Serai Bandipur Chamarajanagar District, Karnataka



Position Purpose

The Resort Manager is responsible for overseeing and directing the operational aspects of the resort, including Rooms Division, Housekeeping, Food & Beverage, Engineering, Purchase, and Security functions. The role is accountable for ensuring operational excellence, guest satisfaction, revenue optimization, profitability, and sustainable growth while maintaining the highest hospitality and service standards.

The Resort Manager shall lead the resort through effective people management, operational planning, financial control, and inter-departmental coordination to deliver superior guest experiences and business performance.

Key Responsibilities

1. Managerial Responsibilities

- Oversee resort operations and guide the property to optimize revenues, profitability, and growth.
- Ensure the highest standards of guest comfort, hospitality, and personalized service.
- Forecast occupancy trends, room revenue, average room rate, and operational performance.
- Plan and budget revenues and operational costs for Rooms, Housekeeping, Food & Beverage, and related departments.
- Create a positive work culture with high employee morale, continuous learning, and development opportunities.
- Utilize employee feedback to develop and implement improvement action plans.
- Implement systems and procedures that improve operational efficiency, cost control, and guest satisfaction.
- Participate actively in recruitment, manpower planning, and performance management processes.
- Benchmark and innovate products and services in line with changing customer expectations and market trends.
- Drive a performance-oriented culture across all levels of employees.
- Ensure achievement of budgeted revenue targets for Rooms, Spa, Souvenir Shop, Food, and Beverage operations.
- Assist in menu planning, pricing, and event-specific menu development.
- Ensure operational compliance with food safety regulations and hygiene standards.

2. Operational Responsibilities

- Ensure prompt, efficient, and accurate guest service through regular monitoring of guest feedback and operational performance.
- Maintain and enforce operational standards for equipment, systems, and resort processes.
- Develop departmental trainers in coordination with the Training Department and oversee resort-wide learning initiatives.
- Conduct timely market and competitor analysis, particularly for Food & Beverage pricing and positioning.
- Supervise and direct the daily activities of Front Office, Food & Beverage, and Housekeeping teams.
- Establish and monitor service standards related to cleanliness, room amenities, and public area maintenance.
- Ensure bar inventory control, opening and closing stock procedures, bar summaries, and cash deposits are properly maintained.
- Ensure compliance with bar control and inventory management policies
- Review and monitor monthly inventory reports across all departments.
- Efficiently manage inventories of linen, crockery, cutlery, glassware, supplies, and operational equipment.
- Monitor consumption of cleaning materials and implement cost-efficient usage practices.

- Plan and implement preventive maintenance and deep cleaning schedules for guest rooms and public areas.
- Optimize manpower deployment and staff scheduling to maintain productivity and service standards.
- Ensure adherence to Standard Operating Procedures (SOPs) for key control, lost and found, safety, and guest service processes.
- Coordinate closely with Engineering for maintenance and repair requirements.
- Participate in Manager-on-Duty (MOD) responsibilities as required.
- Perform any additional operational duties assigned by Management.

Financial & Business Accountability

- Interpret accounting and financial reports to monitor operational and financial performance.
- Drive profitability and cost optimization without compromising guest experience and service quality.
- Ensure departmental budgets and financial objectives are achieved.
- Support strategic planning and business growth initiatives.

Learning & Team Development

- Track departmental performance and ensure timely performance appraisals.
- Encourage continuous learning and skill enhancement across departments.
- Promote quality management and training initiatives to improve operational efficiency and guest service standards.
- Develop leadership capability and succession planning within teams.

Coordination & Working Relationships

The Resort Manager shall coordinate with:

- All Department Heads and Supervisors
- Sales & Marketing Team
- Public Relations Team
- Corporate / Head Office Teams
- Internal and External Stakeholders

Qualifications & Experience

Qualification

- Post Graduate in Hotel Administration / Hospitality Management or equivalent.

Experience

- Minimum 10–12 years of experience in hotel or resort administration with exposure to multi-department hospitality operations and leadership of hotel teams.

Authority

The Resort Manager shall have authority over:

- Department Heads and operational teams
- Recruitment and manpower approvals
- Departmental performance reviews
- Operational and guest-related decision-making
- Resource allocation and issue resolution

General Clause

In addition to the above-mentioned duties, responsibilities, and job functions, the Resort Manager may be assigned additional tasks or responsibilities by Management from time to time. The incumbent may also be rotated across functions or entrusted with special assignments as required for business operations and organizational needs.