

## **JOB DESCRIPTION**

***JOB TITLE*** : ***CHIEF SECURITY***  
***DIVISION*** : ***ROOMS***  
***JOB CODE*** :  
***REPORTS TO*** : ***FRONT OFFICE MANAGER***

### **GENERAL MISSION**

To direct and Co-ordinate overall activities of the Security Department.

### **RESPONSIBILITIES AND MEANS**

Responsible for the entire operation, staffing and equipment of the Security Department.

### **ADMINISTRATIVE RESPONSIBILITIES**

Delegate to, supervise all Managerial staff within the Department, and assist them in preparing work schedules.

Conform to and enforce policies, procedures, rules, and regulations as laid down by the Hotel in order to achieve the highest levels of uniformity and guest service.

Performs special duties as required by the Front Office Manager.

### **TECHNICAL RESPONSIBILITIES**

Prepare weekly staffing schedules, monitoring staff attendance and assist in planning work schedules.

Maintain a Hotel logbook on incidents, complaints etc. and refer them, if required to the appropriate department for follow up action.

Prepare various monthly reports as required by the Front Office Manager.

Conduct regular operational meetings to review, monitor, adjust and upgrade the performance of the Department as a whole, explaining new directions and policies and procedures at the same time.

Prepare the annual capital and operating budgets for the Department in conjunction with the Front Office Manager and ensure departmental expenditure is kept within budget by presenting the P & L for the Department to the Front Office Manager on a monthly basis.

Be aware of the Security policies and procedures of the Hotel, and ensure that at all times in all areas of the Hotel that they are being strictly adhered to.

Be aware of the Fire and Emergency procedures, and your Departments responsibility in an emergency.

## **COMMERCIAL RESPONSIBILITIES**

To handle and resolve all guest queries and complaints in an efficient manner and to establish an amicable relationship with all clients, customers and guests of the Hotel.

Through close supervision recommend improvements and changes to the operation of the Department, especially concerning creating better service standards, increasing revenue and reducing costs.

## **HUMAN RESOURCE RESPONSIBILITIES**

Plans and organizes regular Departmental training for all staff, especially new staff, paying particular attention to courtesy, efficiency, service standards, grooming, diplomacy and actual job knowledge.

Identify and develop leadership qualities among subordinates in order to guide them towards the path of career enrichment with the Hotel, and additionally provide the Hotel with a source for future management.

## **RELATIONS**

Reports directly to the FOM.

Work closely with other Departments of the hotel, and attend regular meetings on a periodical basis.

Participate in providing and receiving constructive criticism about the Department and the Hotel as a whole, in order to improve efficiency, productivity and guest service.

## **REPLACEMENT AND TEMPORARY MISSION**

Perform other related duties and special projects as required by FOM both within and outside the Hotel.