

New GM Check List

PEOPLE

Team Capability Assessment
SOP Alignment/Content
Quality Standards (Service & Hospitality)
Active Skills & Knowledge Training Programs
Team Commercial Focus
Guest Care Skills/Focus
Recruitment requirements/channels.
Current HR Issues.
Internal Communication.
Holiday usage/accrual.
Staff Accommodation overview.
Team reviews/appraisals.
Central HR support overview.

COMMERCIAL MANAGEMENT

Budget overview
GOP and EBITDA Forecast
Actualised budget along with forecasts.
Payroll controls/analysis.
S&M overview and group support.
BOB and sales pacing. (Advanced & on-property)
Revenue Management Overview
Overview of company FC role support.
Business development.
On-property sales potential.
F&B profit controls and discipline

GM

GM Handover is applicable.
Company Induction
Vision of the Business.
Daily, weekly, monthly reporting
(Who to and what?)
HOD meeting schedule, rolling agenda.
Managing/strategizing change.
Rota Management thresholds.
Strategic goal setting.
Resource planning – day to day & projects.
Guest correspondence.
Product development and innovation.
Business growth investment potential.
Company Complaints Policy
Laptop and Network Access

PRODUCT

Maintenance/Capex projects.
Maintenance niggles/issues.
Cleanliness systems.
F&B Sales Range
F&B Sales Analysis
Property presentation.
Overview of all property suppliers.
Guest Review analysis.
EHO compliance/latest report.
Fire Safety compliance/training.
Bedroom/Bathroom presentation/condition.
Public Area presentation/condition.
Brand Standards Presentation.
Visit Scotland latest report.

HOTEL SYSTEMS

HR Systems
EPOS
PMS. (Maestro)
Revenue Management
Safe & Sound/Health and Safety.
Team H&S compliance. (Compliance Centre)
Fire Alarm Board
Electricity and Gas Shut Off
Legionella testing/logging.
'What If' planning.
Company vehicle overview.
Waste and Recycling
Laundry
HACCP Policy
Cash Handling