

<https://thezenwellnessresort.com/job/night-manager/>

Night Manager

Description

Under the general direction of the front office manager and Asst. Front Office Manager and within the limits of established and local Resort policies and procedures, oversees and directs all aspects of the Night Manager function to achieve the highest possible guest satisfaction.

Responsibilities

- Supervises the Resort Operation During the night shift.
- Reviews all the Resort guest (individuals – groups-crews) wake up calls together with the night front office desk agent.
- Ensures that the breakfast set up is ready daily especially for the early breakfast.
- Checks and keeps an eye on all the readings of the kitchen refrigerators and the boilers together with the engineering night shift.
- Follows up together with the H.K and Engineering the daily work schedule.
- Makes periodic tours for all Resort public areas, guest room areas, F& B outlets to ensure cleanliness, fire precaution, staff discipline. ...Etc.
- Ensures that all security officers are available in their post during the night shift.
- Takes a good care of the guest checking in or out during the night shift
- Solves guest complaints & problems or requests as quick as he can and efficiently
- Follows up on all issues handled to him by the R.D.M, Asst. Front Office manager or the duty manager through the night manager logbook
- Follows the night manager check list covering all the Resort areas
- Logs down all guest comments, incidents, fire alarm, power failure or any other operation issues (staff cafeteria, staff Bus... etc.) In the logbook
- Inspects a minimum of 5 rooms and fill in room check list accordingly. Ensures V.I.P rooms are dbl. Checked for cleanliness & welcome letter and amenities.
- Attends training sessions whenever requested.
- Performs other duties as may be assigned.

Communication & Relationships with Others

- Reports directly to and communicates with the front office manager and Asst. Front Office Manager on all pertinent matters affecting guest satisfaction.
- Interacts with guests as well as individuals outside the Resort including, but not limited to travel industry representatives, governmental authority representatives, owner's representatives, competitors, and other members of the local community.
- Cooperates, coordinates, and communicates with other Resort departments as required.

Hiring organization

The Zen Wellness Resort

Employment Type

Full-time

Job Location

Aswan Western Agricultural Road,
1252031, New Aswan City, Egypt

Date posted

November 4, 2025