



## Door Manager

\*\*\*LYD Bali Group is always accepting applications for this position. This position may not be available at the time you apply but you may be considered when there is an opening\*\*\*

### Job summary

The **Door Manager** is responsible for customer service and retention strategies, meeting individual and team monthly and annual sales goals, selling with integrity, daily client prospecting. Efficient and open communication with all teams is necessary to maximize sales and maintain customer service levels across all hotel operations. You will have to work late night and **supervise the doorman and door girl** at the entrance to ensure the service run smoothly.

### Job requirements

#### Reservations/Sales:

- Build and maintain existing client relationships
- Identify new channel sales opportunities
- Regular attendance of scheduled staff outings and industry related events
- Timely and efficient response to all sales, operations, and management communications (24 hour rule)
- Management of sales volume for multiple on-going events including weekly and one-off events
- Work closely with Guest Services team to build relationships with potential clients
- Responsible for always updating customer info in a timely and efficient manner
- Follow all sales policies with accuracy and integrity
- Consistently coordinate with Social Media Specialist to utilize social media platforms to build new relationships and promote the venues.
- Prevent and solving problem oriented

#### Team Management:

- Assist in building doorman and door girl team (includes identifying candidates, hiring processes, and interviewing)
- Doorman and door girl team management and organization
- Review and follow-up with Hosts of Weekly Outreach Report format to summarize weekly networking and outreach events conducted and results
- Identify upcoming events such as festivals, professional sports games, conventions, etc. that may bring in potential business and share with doorman and door girl team
- Must be very prompt and precise directing the rest of collaborators

#### Operations:

- Prior to the start of any event to ensure all customer data is accurate and complete
- Have a full understanding of the specifics of all reservations prior to start of event night



- Assist in set-up and organization of VIP room
- Over see VIP room operations during all events to ensure high customer service levels are maintained and walk-up sales are maximized
  - Confirmation of table count, dress, ratio, list, credit card/pay policies with ALL clients on arrival
  - Reporting of open tables and management of sale of those tables to ensure sold out evening
  - Management of VIP room and ensuring all customer/seating information is real time (in conjunction with Doorman and Door girl)
- Become accustomed with all regular and future regular clients and recognize/greet upon arrival
- Visit and entertain your customer reservations: new, existing, web submission, phone-in, and walk-up
- Identify new sales and client opportunities at customer reservation tables
- Assist host and hostess team throughout night with VIP client needs, can include
  - Elevating the client experience
  - Being aware for illegal drug use or theft
- Assist hosts and cocktail waitresses with closing of open tabs at night end
- Assist Security with challenging clients and tables
- Assist venue with clearing patrons of drinks and from venue at night end

## **Qualifications**

- At least 2-4 years experience in Host Manager/Sr. Host position
- **Must be willing to work late night from 8 pm to 4 am.**

Minimum requirements:

- Must have a "client focused" attitude
- Must have the ability to communicate clearly and directly with guests using a positive, clear speaking voice
- Must be able to professionally manage challenging client situations
- Must be always selling and promoting the venue
- Must be focused on sales organization and efficiency
- Must be responsive in all communications whether management, peer, or client based
- Must be able to multi-task and perform job functions with attention to detail, speed and accuracy
- Must be willing and have the ability to work a varied schedule that include evenings, nights, and weekends
- Ability to stand, walk, and move including bending and lifting for extended periods of time throughout the shift