



General Manager

Reports to: Regional Vice President

Overview

Develop and manage the commercial and operational strategy of the hotel to drive optimal performance, achieving financial and other business targets.

Responsibilities

Strategic

1. Develop and manage the commercial and operational strategy, ensure that annual business plans and targets are documented and well communicated.
2. Maintain effective relationships with key stakeholders, including owners, executive management, customers and suppliers.

Commercial

1. Ensure that annual hotel sales and marketing plans are developed, implemented and monitored, and that they deliver required results.
2. Fully understand the market needs for the hotel. Review industry and other relevant trends to identify potential areas for improvement, innovation or differentiation.
3. Analyse revenue generation trends of the hotel to identify critical areas for revenue generation enhancement.
4. Participate in sales activities; represent the hotel in the media and at relevant functions to improve market position.
5. Actively drive corporate social responsibility initiatives within local communities and the region.

Financial

1. Establish clear accountabilities for profit and growth with all operational teams, and contributions in expense management for all support functions.
2. Ensure the hotel management team maximises productivity and efficiencies, following company guidelines and complying with local legislation.
3. Monitor hotel performance, participate in regular financial and business review meetings and agree any corrective measures, where required. Present appropriate information to owners and/or their representatives.
4. Ensure effective financial control and reporting measures are implemented, including accurate forecasting, complying with company finance directives.

Guest Experience

1. Regularly and personally, verify that guests are receiving personalised, thoughtful and generous service.
2. Use guest, stakeholder and colleague feedback to make recommendations for improvements that drive performance and enhance the guest experience.
3. Ensure that the assets of the Company/Owner are maintained properly and meet brand standards, implementing effective preventative maintenance programmes and initiating appropriate capital expenditure projects in a timely manner.

4. Conduct frequent and thorough inspections of the different hotel operations to ensure they are well-managed and optimise capabilities and resources.

Colleague Experience

1. Act as a role model for all colleagues, clearly demonstrating company hallmarks, guiding principles and leadership competencies, and ensuring they are embedded throughout the hotel.
2. Lead, develop and inspire the hotel management team, encouraging accountability for team and individual performance.
3. Actively participate in recruitment, succession planning and talent development for the hotel management team to ensure the company culture and brand promise are supported.
4. Ensure learning and development opportunities are provided for all colleagues, to develop capability and skills and to support colleague growth.
5. Drive a recognition culture through appropriate celebratory events, teambuilding, and recognition initiatives, and foster diversity, cultural and social awareness.
6. Support localization programmes and ensure national colleagues are given the opportunity to learn and grow.

Compliance & Risk

1. Ensure the hotel complies with all applicable regulations and legislation, including Health, Safety & Hygiene, security, employment legislation and financial reporting. Support internal and external audit teams to ensure risks are identified and controlled effectively.
2. Ensure that crisis management and continuity of business plans are well-developed and well-managed, and that colleagues are fully briefed and aware of their responsibilities.

Requirements

- Bachelor's Degree in Business, Hospitality or equivalent from an accredited and renowned University.
- Multilingual is a highly desirable asset
- 5 to 7 years of hospitality experience, preferably with an international luxury hospitality company.
- A demonstrable track record of delivering results, including managing change.
- Excellent mastery of core hotelier operations and thorough knowledge of the luxury hospitality industry.
- Strong knowledge of guest services market trends and best practice in the luxury hospitality industry.
- Strong strategic and business planning skills.
- Outstanding inter-personal skills and an ability to connect with people at all levels to drive successful relationships.