

## **HOTEL MANAGER - HILTON GARDEN INN**

The Hotel Manager will be responsible for providing overall leadership and managing the daily hotel operations to ensure financial profitability, operational excellence, and outstanding guest service. This is a great opportunity for an individual who is willing to be a part of the Opening team for the Hilton Garden Inn.

A Hotel Manager is responsible for managing the Hotel team and overall hotel targets to deliver an excellent Guest and Member experience while managing profitability and guest satisfaction measures.

### **RESPONSIBILITIES:**

As a Hotel Manager, you will be responsible for performing the following tasks to the highest standards:

- ✓ Lead, direct and manage all hotel operations.
- ✓ Tour and visually inspect property on a daily basis.
- ✓ Manage ongoing profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- ✓ Prepare budgets, forecast and strategic plans to ensure financial profitability and operational excellence.
- ✓ Supervise development of and revision to business plan, annual budget, financial reports and annual and monthly forecasts that clearly explain operational effectiveness, trends and variances.
- ✓ Agree financial targets with Senior Management team and ensure they are kept up to date with ongoing financial information.
- ✓ Monitor cost control, property condition, cleanliness, quality of product, and service throughout hotel.
- ✓ Identify operational performance, productivity and efficiency gaps and implement measures to correct those deficiencies.
- ✓ Oversee service quality, operational efficiency, guest satisfaction, standards compliance, service, and financial measurements.
- ✓ Create specific, measurable, achievable, realistic, and timely action plans to drive culture of guest service and above average Overall Experience score and remedy guest service deficiencies.
- ✓ Prepare for and conduct the bi-annual Quality Assurance inspections and any other hotel compliance inspection.
- ✓ Monitor quality assurance scores and/or guest feedback and communicate to and train team members accordingly.
- ✓ In conjunction with the Cluster Commercial Manager and Sales Manager, develop and implement sales and marketing plans.
- ✓ Oversee sales department operations, and regularly participate in sales calls/client visits.

- ✓ Critically review reports of occupancy and revenue, partner with revenue management professionals to analyse trends and implement changes to maximize room revenue.
- ✓ Maintain positive rapport with team members and customers and communicate regularly with the public, staff, corporate office, and owners.
- ✓ Ensure safety practices and procedures are followed and proper emergency, safety and security procedures are maintained.
- ✓ Manage and develop the Hotel Management team to ensure career progression and effective succession planning within the Cluster.

### **Qualification and Skills Required**

- ✓ Bachelor's degree in Hotel or Business Administration; will consider experience in lieu of degree.
- ✓ Minimum of 5 years of hotel general management experience at an internationally recognized branded hotel.
- ✓ Hotel pre-opening experience is an added advantage.
- ✓ Experience managing budgets, revenue proposals, and forecasting results in a similar sized property
- ✓ Analytical and deadline driven.
- ✓ Exceptional operations background
- ✓ Possess strong commercial acumen, with experience in increasing profitability.
- ✓ Communicate clearly and concisely, both verbally and written, displaying confidence in communication to a wide range of audiences.
- ✓ Diplomatic in difficult situations and able to build trust. Approachable and shows empathy towards colleagues and customers.
- ✓ Entrepreneurial, continually spot opportunities to increase revenue or reduce costs in the context of a changing business environment.
- ✓ Has the tenacity to achieve challenging targets, does not give up when faced with setbacks, remains calm and focused under time pressure and when dealing with difficult or confrontational situations.

**CLOSING DATE: 28 APRIL 2023**

### **APPLICATION PROCEDURE:**

Suitably qualified applicants should forward their applications clearly indicating the position applied for along with supporting documents to **recruitment\_hilton@Hiltonwindhoek.com** for further information please visit <https://unitedafricagroup.com.na/page/hilton-windhoek/>

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