

## **CLUSTER COMMERCIAL MANAGER**

The Hilton Hotel Windhoek and Hilton Garden Inn Windhoek are looking to recruit a Cluster Commercial Manager to develop and manage the commercial strategy of both hotels, covering all segments and channels to maximize total revenue and profit performance as well as, market share penetration of the hotel. Lead execution of the commercial strategy through managing the relationship with revenue management, sales and marketing teams, and activity, and by working effectively with the regional and area support teams.

### **Key Responsibilities:**

A Cluster Commercial Manager will develop a commercial strategy covering all segments and channels to maximize revenue and profit performance. Lead execution of the commercial strategy through managing the relationship with revenue management, sales, and marketing teams and activity, and by working effectively with the regional and area support teams. Specifically, you will be responsible for performing the following tasks to the highest standards:

- ✓ Direct accountability for delivering all hotel revenues including Rooms / Group, Conference and Events / Food, and Beverage / Other revenues.
- ✓ Own commercial strategy from planning through to execution using the Hilton commercial focus process.
- ✓ Direct and oversee all Group, Conference, and Events sales activity from demand generation to maximizing conversion.
- ✓ Drive planning and execution of the commercial strategy and activity by supporting the Revenue management team, sales, marketing, group conferencing, and events teams.
- ✓ Manage hotel-level Marketing planning and execution.
- ✓ Manage hotel-level Public Relations activities.
- ✓ Manage hotel pricing and inventory management with the Cluster Revenue Manager and RMCC.
- ✓ Ensure that commercial management strategies are set for all revenue streams and that all systems are used to their full potential to yield the highest possible amount of revenue from all revenue departments.
- ✓ Lead, develop, recruit, and retain future talents.
- ✓ Manage team performance and evaluate the commercial team members on the agreed KPI's.
- ✓ Directly accountable for driving the top-line budget and forecast by implementing a commercial strategy and business plan.
- ✓ Deliver as a minimum the budgeted revenue across all revenue streams.
- ✓ Work with the Cluster General Manager and Finance Manager to ensure profits are maximized in line with TGOP and EBITDA targets set.
- ✓ Ensure all pricing and rate quotation strategies are in place in order to maximize all pricing components of sales, groups, conferencing, and events opportunities and achieve a positive group market share.
- ✓ Support various On Property sales and Hilton Worldwide Sales (HWS) teams in coordinating hotel-level marketing, sales, and public relations activities.
- ✓ Support the Sales Managers and Revenue Manager to establish an optimal mix, review and validate forecasts, develop strategies for different demand periods, and review and approve retail and group pricing strategies.
- ✓ Develop and maintain strong relationships with all stakeholders, owners, hotel teams, and Hilton Global matrix support teams to ensure the commercial benefits of the hotel.
- ✓ Consistently conforms to Hilton brand standards and corporate identity and utilizes all communication tools.

- ✓ Keeps in touch with Market trends and reviews/amend strategies accordingly in line with the evolving market conditions.
- ✓ Attend the monthly Hilton Commercial calls and sharing relevant information with the key stakeholders.

**Qualifications and Skills Required:**

- ✓ Minimum of 5+ year's hospitality industry experience in a revenue generating or commercial services role.
- ✓ Minimum of 3 years' experience in a Revenue Management and or Commercial Management role.
- ✓ Experience managing a Sales, Marketing and Revenue team in an Internationally branded hotel.
- ✓ A demonstration of Leadership skills to ensure driving the vision for all revenue streams, from a Divisional, Cluster and hotel perspective.
- ✓ Ability to perform critical analysis and develop accurate findings.
- ✓ Ability to work well under deadline pressure and/or travel.
- ✓ Fluent in English.
- ✓ Advantageous if certifiable in the use of all Hilton revenue management database systems and tools. Strong experience or adaptable training in the use of automated systems, personal computers and software programs, including Microsoft Office.
- ✓ Leadership and Team Management

**CLUSTER EXECUTIVE HOUSEKEEPER**

As a Cluster Executive Housekeeper, you will be responsible for overseeing all housekeeping/Laundry operations to deliver an excellent Guest experience for both the Hilton Hotel Windhoek and the Hilton Garden Inn Windhoek.

**Key Responsibilities:**

- ✓ Oversee and manage housekeeping operations.
- ✓ Oversee and manage Laundry Operations.
- ✓ Evaluate Guest satisfaction levels and monitor trends with a focus on continuous improvement.
- ✓ Operate within departmental budgets through effective stock and cost controls and well managed schedules.
- ✓ Set departmental targets and objectives, work schedules, budgets, and policies and procedures.
- ✓ Inspect, regularly, all fixtures, fittings, and appliances to ensure compliance to standards and take action as necessary to conform to standard.
- ✓ Monitor the appearance, standards and performance of the Housekeeping/Laundry Team with an emphasis on training and teamwork.
- ✓ Ensure team members have an up-to-date knowledge of all room categories and amenities.
- ✓ Maintain good communication and work relationships in all hotel areas and with external customers and suppliers.
- ✓ Ensure staffing levels cover business demands.
- ✓ Ensure ongoing training.
- ✓ Ensure communication meetings are conducted and post-meeting minutes generated.
- ✓ Manage staff performance issues in compliance with company policies and procedures.

- ✓ Competent in property management systems.
- ✓ Assist other departments wherever necessary.

### **Qualifications and Skills Required**

- ✓ Diploma or Degree in Hotel Management or Hospitality and Tourism Management
- ✓ Housekeeping/laundry experience in the hotel industry.
- ✓ 3-5 Years experience managing a large team.
- ✓ High level of commercial awareness and cost control capabilities
- ✓ Excellent leadership, interpersonal and communication skills
- ✓ Committed to delivering high levels of customer service
- ✓ Ability to work under pressure
- ✓ IT proficiency
- ✓ Strong organizational, budget management, and problem-solving skills

### **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.

### **OPERATIONS MANAGER - HILTON HOTEL WINDHOEK**

The Operations Manager will be responsible for the effective operational management of the hotel and ensuring that all Heads of Department achieve and exceed their revenue and Guest satisfaction targets.

#### **Key Responsibilities:**

- ✓ Work in conjunction with the General Manager to actively manage the hotel.
- ✓ Assist in the development of meaningful, achievable hotel budgets and other short- and long-term hotel strategic goals.
- ✓ Provide effective leadership to the hotel management team and team members to ensure targets are met and exceeded.
- ✓ Oversee food, beverage and conferencing services throughout the hotel.
- ✓ Coordinate and respond to audits that are completed by the company to ensure continual improvement is achieved.
- ✓ Plan, direct and coordinate the service delivery of all operational departments in order to meet and exceed guest expectations.
- ✓ Comply and exceed hotel and company Service Standards.
- ✓ Ensure that costs are controlled throughout the operational departments and results are analysed regularly to highlight problem areas and take appropriate action.
- ✓ Manage and develop the Heads of Department to ensure career progression and effective succession planning within the hotel and company
- ✓ Seek and respond to Guest feedback in order to achieve positive outcomes and high levels of customer satisfaction.
- ✓ Hold daily briefings and regular communication meetings with the head of departments.

#### **Qualifications and Skills Required**

- ✓ A degree or diploma in Hotel Management
- ✓ 5-8 years Management experience.
- ✓ Strong commercial acumen, preferably with experience in Food and Beverage or Rooms Management.
- ✓ Experience in managing budgets, revenue proposals and forecasting results.
- ✓ In-depth knowledge of the hotel / leisure / service sector
- ✓ Strong leadership skills
- ✓ Ability to work under pressure

## FRONT OFFICE MANAGER – HILTON GARDEN INN WINDHOEK

Hilton Garden Inn is seeking to employ an experienced Front Office Manager with management skills and enthusiasm to join our pre-opening team. If you're looking for a rewarding leadership role and enjoy providing excellent customer service apply for the aforementioned position.

### Key Responsibilities:

- Responsible for the overall guest service of the hotel by maintaining an organized and efficient Front Desk operation.
- Works side by side with front desk agents when necessary to provide outstanding guest service; works scheduled Duty Manager shifts on a weekly basis.
- Maximize room occupancy at best rates and use up-selling techniques to promote hotel services and facilities.
- Participates in daily Revenue Management Meetings.
- Supervises day to day activities of front desk team members.
- Evaluate levels of Guest satisfaction and monitor trends, with a focus on continuous improvement
- Ensure regular and VIP Guests are recognized and that the Front Office department operates with a sales attitude and promotes the hotel brand's loyalty scheme
- Set departmental objectives, work schedules, budgets, policies, and procedures
- Monitor the appearance, standards, and performance of the Front Office Team Members with an emphasis on training and teamwork
- Ensure Team Members have current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area, and are continuously trained to learn and understand policies and practices
- Maintain good communication and working relationships with all hotel departments
- Manage staff performance issues in compliance with company policies and procedures
- Recruit, manage, train and develop the Front Office team
- Comply with hotel security, fire regulations and all health and safety legislation
- Utilizes leadership skills and motivation techniques in order to maximize employee productivity and satisfaction of direct reports.
- Coordinates staffing and payroll to conform to productivity and budgetary standards.
- Prepares payroll and schedules as required; monitors actual vs. budget payroll activities.
- Maintains proper front desk supplies inventory, conducts inventories as assigned and recommends purchase of products (remaining within budget).
- Confers closely with Hotel Manager at all times and takes every opportunity to become familiar with all aspects of the hotel in order to assist wherever required.

*Please note that the above responsibilities are not exhaustive. The successful incumbent may be required to perform additional tasks.*

**Qualifications and Skills Required:**

- A degree or diploma in Hotel Management or Hospitality and Tourism
- A minimum 3 years of Front Office supervisory/management experience in the hotel or leisure sector.
- Experience working with a Hotel Property Management System
- High level of commercial awareness and sales capabilities
- Proficient in various computer applications.
- Experience in working for a branded hotel and willing to work shifts
- Fluent in speaking, reading and writing English
- Excellent leadership, interpersonal and communication skills
- Commitment to delivering a high level of customer service

**FRONT OFFICE SHIFT LEADER – HILTON WINDHOEK**

As Shift Leader, you will be responsible for supervising the reception operations and ensuring consistently exceptional customer service to Guests is provided by the Team Members.

**Key Responsibilities:**

- Supervise accurate and efficient Reception operations including check in/out procedures.
- Support Team Members in handling Guest requests and enquires to ensure a positive outcome.
- Ensure the Front Office Manager is fully aware of any relevant feedback from Guests and/or other departments.
- Ensure a consistent, high level of customer service.
- Brief your team on any events or VIP guests in the hotel that day.
- Drive sales revenues and promote hotel services and facilities for up-selling opportunities.
- Understand and apply correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy.
- Monitor the appearance, standards and performance of the Front Office Team with an emphasis on training and teamwork.
- Ensure Team Members have current knowledge of all room categories, room rates, packages, promotions, local area and other general product knowledge necessary to perform their duties.
- Demonstrate positive leadership characteristics to inspire Team Members to meet and exceed standards.
- Act in accordance with the front of house equipment and the property management systems.
- Conduct training programs on an ongoing basis.
- Carry out shift handovers and brief team members as required.
- Follow company brand standards.

- Assist other departments, as necessary, and maintain good working relationships with hotel Team Members.

**Qualifications & Skills required:**

- Diploma and/or degree in a hospitality related qualification.
- 3-5 years front office experience.
- Positive attitude and good communication skills
- Committed to delivering a high level of customer service
- Competent level of IT proficiency

**NIGHT SUPERVISOR – HILTON WINDHOEK**

As Night Supervisor, you will be responsible for overseeing the night-hour supervision of the Front Office Team to ensure that Team Members are prepared and well-informed to deliver our Guests an exceptional experience from check-in through check-out.

**Key Responsibilities:**

- Oversee the entire night Front Office operation to maintain high service standards.
- Serve as a point of contact for all hotel Guests.
- Complete or oversee Night Audit duties.
- Maximise room occupancy at best rates and use up-selling techniques to promote hotel services and facilities.
- Understand and demonstrate correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy
- Represent the Hotel General Manager and other senior managers in their absence, taking full responsibility of the hotel.
- Manage, record and promptly resolve issues or emergencies that arise
- Demonstrate current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area.
- Act in accordance with all security and emergency procedures and manage the instigation of these, as required.
- Compile adequate handover for the Front Office Manager / Duty Manager.
- Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts.
- Act in accordance with policies and procedures when working with front of house equipment and property management systems.
- Assist other departments, as necessary
- The above responsibilities are not exhaustive and the successful incumbent may be required to perform additional duties from time to time.



**Qualifications and Skills Required:**

- Diploma and/or Degree in Hospitality and Tourism or Hotel Management
- 4-5 Years Front Office Experience with 2 years in a Front Office supervisory role.
- Excellent leadership, interpersonal and communication skills.
- High level of IT proficiency.
- Commitment to delivering a high level of customer service.
- Ability to work under pressure.
- Excellent grooming standards.
- Flexibility to respond to a variety of work situations.

Ability to work on your own and as part of a team.

**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/>

*Hilton Hotel Windhoek and Hilton Garden Inn Windhoek are a subsidiary of the United Africa Group (Pty) Ltd*