

JOB DESCRIPTION

TITLE: GENERAL MANAGER

ROLES & RESPONSIBILITY: To oversee the day to day operations of the resort and maximize guest satisfaction, revenue and profitability.

- Oversees the day to day operations of the resort, working together with Head of Department, and Owners to ensure the operations run smoothly.
- Supports and directs the resort's Department Heads and employees in the overall running of the Resort by participating in decisions relating to hotel policy, philosophy, direction, goals and objectives and implementing them as directed.
- Directs and controls operations through the Department Heads and employees to ensure that all day to day operational matters are handled on time and guest expectations are met.
- Oversees the quality, consistency and standards in the entire Resort especially Front Office & room set up and that they conform to the requisite standards and meet or exceed customer expectations.
- Makes all guests feel welcome by meeting all guests on arrival & departure.
- Interact actively with the guests especially returning guests, actively sourcing for feedback and ensuring that their needs are met.
- Ensure that all guest complaints & special requests are handled in a timely fashion and appropriately.
- To be the guardian of the growth margin and cost control supervisor.
- Ensure & maintain professionalism of all staff .
- Provide support to guests during their stay, answering their questions etc.
- Works together with Owners and Marketing to launch special promotions for rooms and to develop new or improve existing promotions to increase revenue & occupancy.
- Ensure monthly promotions on all outlets are set according to our business type of each month.
- Ensure that VIPs, Media /Journalists are well taken care of.
- Conducts the morning briefing and runs additional regular meetings and ad hoc meetings as needed.
- Ensures that any new promotions implemented , communicated to all staff and coordinated interdepartmentally.
- Work with Kitchen and Restaurant to ensure F&B quality are met.
- Supervise Kitchen and Restaurant staff for buffet/breakfast set up.

- Maintain up to date reports, statistics & inventory. Monitors the resort's costs, budget & revenues.
- Monitors the upkeep and cleanliness of the resort as well as the proper functioning of equipment in both front and back of house areas.
- Submit Yearly Capital expenditures report with the support documents to the board.
- Get Involved with all renovation plan within the resort including supervise the team for renovation schedule/plan.
- Performs additional duties as directed by the Owners.