



Job Description

JOB TITLE: General Manager

REPORTS TO: Managing Director/Owner

POSITION OVERVIEW:

The *General Manager* is responsible for managing all operational aspects of the hotel, day-to-day staff management and guests. This includes the restaurant, room service orders, the lounge bar and terrace areas and events, room occupancy, making sure that all services run smoothly, and guest satisfaction is met or exceeded at all times.

- Provide leadership and strategic planning to all departments in support of our service culture, maximized operations and profits and guest satisfaction
- Responsible for overseeing the hotels management team and overall hotel targets to deliver an excellent guest experience
- Attaining a level of excellence throughout the business that is expected from an exemplary three star hotel
- To act as an ambassador for the hotel and the brand

MAIN DUTIES AND RESPONSIBILITIES:

- Supervise work with head of departments and at all levels when necessary and set clear objectives
- Plan activities and allocate responsibilities to achieve the most efficient operating model
- Staff training and assuring that all members of staff are presentable, wear clean uniforms and deal with customers in a friendly and efficient manner.
- Work with MD and Chef in developing menus
- Communicate with customers when appropriate (welcome them in the facilities, address their complaints, find solutions to problems, offer information etc.)
- Build friendly relationship with both local and visiting customers
- Maintain high standards in Food offering, accommodation, service and overall ambiance
- Monitor and respond to social media and reviews to ensure The Inn maintain its high ranking
- Deal with maintenance issues, shortages in staff or equipment, renovations etc.
- Analyse and interpret financial information and monitor sales and profits
- Work with MD to develop and implement an intuitive and efficient marketing strategy to promote the hotel's services
- Deal with maintenance issues, shortages in staff or equipment, renovations etc.
- Collaborate with external parties such as suppliers, tour operators, online travel agencies etc
- Inspect facilities regularly and enforce strict compliance with health and safety standards
- To schedule regular staff meetings to discuss training and service
- Conduct payroll activities

Hotel

- Monitor bill payments and accounts
- Chase failed payments and reconcile issues
- Monitor and coordinates group reservations activity
- Reviews cancelled reservations and processes charges according to hotel's policy
- Monitor occupancy rates

- Knowledgeable in hotel and guest room facilities/services and ensures reservations are equally knowledgeable
- Identify areas of shortfalls and liaise with the Managing Director on solutions to address.
- Engage with Tour Operators
- Manage booking systems

Restaurant

- To oversee restaurant function with Restaurant Manager and become hands-on as and when required (e.g. during absence)
- To handle complaints and compliments in a professional manner and report back to the Managing Director
- To discuss with the Restaurant Manager all aspects of staffing, service and daily duties on a regular basis
- To be fully conversant with all menus, their composition and the ingredients used to prepare them
- Build a strong rapport with guests and encourage them to return
- To check guest satisfaction to ensure that they are happy
- To work closely with the kitchen so that everything runs smoothly
- To check that daily and weekly cleaning duties have been attended to
- Assist in service on an occasional basis, particularly during busy periods (e.g. Christmas parties, events)

Employee Development

- Build good working relationships with your team and lead by example
- Be aware of the average spend and try to increase this where possible
- Be pro-active and encourage staff to up-sell
- Assist with staff recruitment in cooperation with the heads of service e/g/ Head Chef and Restaurant Manager
- Be motivational with the team, keep morale high

Health and Safety

- Understand relevant Health & Safety legislation and the implications on the business, taking action where necessary to ensure all departmental employees work hygienically and productively
- Ensure a safe working environment by identifying and reporting potential hazards and by taking the appropriate actions when necessary
- Ensure all maintenance matters are logged, actioned and followed up
- Ensure all employees within the department are fully aware of fire and evacuation procedures

Personal Directives

- Develop a positive and direct relationship with all employees
- Develop a culture of pride and a desire to exceed expectations
- Foster a culture of flexibility in the workplace, responding to the changing requirements of the business

The above duties and responsibilities cannot fully encompass all that is required of the post holder. It is expected that the individual in this role will undertake such other reasonable duties as are necessary to fulfil this role.

Please email your cv to stephen@theinnjersey.com