



POSITION DESCRIPTION - General Manager

Purpose: To lead, develop and oversee the operational, financial and team members of the hotel to success, whilst ensuring our guest experience is unique and memorable.

Responsible To: Director of Operations AU NZ

Key Accountabilities:

Operational

- Maintain a strategic overview and plan to capitalise on all available revenue generating opportunities. Clear examples of maximizing profits are:
 - enhanced average room rate through direct bookings/corporate bookings
 - enhanced rooms and function space occupancies
 - maximizing REVPAR
 - strategic sale-activities planning throughout the year especially off-peak
 - creative, highly effective Food and Beverage promotions and packages in both restaurants and events management.
- In consultation with the Group Director Sales and Marketing, contribute to sales and marketing strategies, promotional activities and marketing communication programs in both Rooms, Food and Beverage and Conference Sales and Events.
- Keep abreast with and maximise changes in market/business trends and situations; and monitor and review the development of new products and services while strictly maintaining brand standards; and building and enhancing competitiveness of the hotel. Gathering of market intelligence of service standards, product, pricing, promotional activities by competitive hotels/businesses can support policy formulation and adoption of improved practices to better serve our guests and patrons. To stay current and relevant in the use of technologies, automation, new software and applications as well as the internet.
- Working in conjunction with the Group Revenue Manager ensuring the offered room rates are viable, competitive, and responsive to market changes.
- Maintain and build on client relationships with existing customers as well as potential business relations; and to proactively investigate and develop potential markets.
- To ensure that the hotel under your charge is efficiently and effectively run, such that the day-to-day management of the hotel and team members, overall organisation, planning and direction of all hotel services and activities are at the highest service standards.
- To ensure that all departments' activities are well coordinated and do not undermine one another. They will ensure that all departments are supporting one another thereby allowing the hotel to maximise its revenue and profit while maintaining service excellence. This involves the General

Manager's close monitoring of all supporting functions including security, repair and maintenance as well as daily inspection of the property and services.

- To chair daily operations and other management meetings to ensure effective, fluid, and open communications among the management team, on policy issues, up-dates, performance data, guest feedback as well as operational issues and happenings.
- To conduct constant dialogue and brain storming sessions with heads of departments for information sharing and gathering, feedback on changing trends and best practices.
- To ensure that all hotel assets are well protected to maintain long-term investment value. The General Manager must ensure that all asset enhancement activities such as refurbishments, new purchases, replacements, repairs etc. are worthwhile investments and necessary to maximise on returns on assets. Approvals must be sought within the Naumi Hotels approval matrix.
- To champion high standards of services in the hotel and actively work to uphold such high standards by providing constant and honest feedback to the heads of departments and line managers. The expectation is the General Manager will be present in the common areas during peak service periods and will always assist the departments as required to ensure the best possible guest experience.
- To attend to guest and patron's feedback and comments, address pressing challenges and proactively conduct troubleshooting activities. These must be done in a timely manner and initial replies to guests must be done at least within the first 48 hours.
- To monitor the replies and actions to all guest feedback; and maximize the use of such data from guest feedback analysis, mystery-shoppers reports and service audits by formulating or revisiting performance standards and operating procedures for improvement.
- To constantly challenge themselves and the team by setting KPIs to achieve an even better guest experience survey result.
- To challenge the team toward vying for nationally and internationally recognition and awards.

Financial

- To be ultimately responsible for the preparation of the hotel's annual business plan and budget in conjunction with the Regional General Manager and Finance Team.
- Sets clear directions to department heads to ensure that their respective departmental budgets are aligned to the common corporate business plan. This role vets the individual departments' budgets and consolidates all into a complete hotel business plan for the final endorsement by the nominated member of the Executive Team of Group Chief Operating Officer or above. Upon the budget's approval, the General Manager communicates and directs the rolling out of the business plan with regulated target reviews and progress reporting.
- To monitor and review variations of the financial budgets and plans with the team; discussing and implementing actions plans to ensure alignment.
- To forecast and provide reports to the Regional General Manager of total hotel revenues for the three months ahead and explain variances to budget and actions to align to budget.
- To provide regular updates, financial and management reports, analyses, feedback, daily reporting where necessary and advice to the Regional General Manager on the progress of the hotel business and development, to facilitate corporate direction and decision making.

- Where performance indicators are not in line with targets and budget expectations, the General Manager shall provide action plans to address any shortfalls in revenue and profits

People and Performance

- Develop and maintain effective and positive working relationships with all Naumi Hotels' team members.
- Be responsible for recruiting, interviewing, hiring, and training of Heads of Department.
- Conduct team member Performance meetings when required in consultation with the People and Performance team.
- Motivate and encourage a high level of grooming, morale, and positive attitude of team members all the time.
- Conduct team member performance conversations in a timely and efficient manner and to follow up on these conversations regarding team member development and training.
- Be responsible for all team members to ensure they comply with all hotel rules, policies, and procedures.
- The General Manager shall ensure the recruitment, effective deployment, and management of a team of service professionals who are trained and motivated to uphold the hotel's promise of delivery of service to the highest standard.
- To identify and develop potential talents such that their capabilities are maximised and constantly contributing effectively to the hotel business and development. To conscientiously develop a viable succession plan for the team member.
- To ensure team members training is regularly conducted (internally/externally) and the training is relevant to the effective operations of the hotel in conjunction with the People and Performance team.
- To conduct regular feedback sessions with all team members of the hotel.

Health & Safety

- Demonstrate a commitment to Health and Safety by promoting a safe and healthy workplace that acknowledges the contribution of all team members in maintaining safe work practices.
- Report hazards, accidents, and injuries.

General

- To take on any other task or assignment and/or projects that may from time to time be given or directed by his/her supervisor/s.
- Any additional duties directed and requested by your Manager.
- Provide general assistance and information to your Manager as required.
- Any other tasks that we may reasonably ask you to complete.