



GENERAL MANAGER POSITION

What's your passion? Whether you're into sports, shopping or karate, at VIP Hospitality Group we're interested in YOU. At VIP, we look for people who are wired to share our core values – vision, integrity, passion, and humility. Are you able to apply the same amount of care and passion to your career as you do to your hobbies – placing our guests at the heart of everything you do? If this is you, VIP Hospitality Group would be honored to have you join our friendly and professional team.

JOB OVERVIEW

The general manager provides day to day leadership by overseeing, directing and managing property operations to assure optimum performance and continual improvement in the five Key Result Areas (guest satisfaction, financial returns, people, property appearance, and sales & marketing)

DUTIES AND RESPONSIBILITIES

Financial Returns:

- Manages day-to-day operations and assignments of the hotel
- Meets or exceeds targets/metrics such as Gross Operating Profit (GOP) and flow through, Revenue Growth Index (RGI) and Revenue Per Available Room (RevPar)
- Analyses staff productivity and implements adjustments to staffing, performance targets and resources in order to maximize results
- Explains and manages financial activities. Reconcile all financial accounts daily.
- Monitors collection of in-house guest balances and direct bill receivables, commission payments by vendors, bank deposits, & issuance of refund checks.
- Participates and monitors monthly inventory of supplies and equipment. Ensures purchases made are within budget and by approved vendors.
- Responsible for assisting in creation of annual property budget and forecasts.

People:

- Hires and actively seeks out the right team members to create an environment where staff are motivated & engaged
- Develops and oversees delivery of programs and events that drive improvements in team member engagement and are aligned with the hotel's service behaviors
- Drives high team performance by establishing clear performance goals and expectations, and being actively involved in direct reports' performance and development through direct feedback, coaching and training
- Ensures the team is properly trained and provided the tools and equipment needed
- Communicates all policies and procedures to entire staff. Conducts regular meetings to provide various information including company communications, policy reviews, local property activities, goals, etc.
- Adheres to federal, state and local laws employment related laws and regulations.
- Manages employee personnel forms, including hiring, performance evaluations, payroll and benefits related information, required Federal and State postings, etc.
- Ensures that employee related issues are resolved in a manner consistent with company policies.
- Achieves established Workers Compensation and safety compliance goals

Guest Experience:

- Promotes 100% guest satisfaction throughout property. Instills the 100% guest satisfaction objective to all associates.
- Ensures guest complaints are resolved appropriately and that appropriate service recovery/problem resolution process is in place
- Interacts daily with guests to solicit feedback, builds relationships and brings the service culture to life

Property Appearance

- Inspects and documents repairs and cleanliness of property with management to ensure optimum upkeep and repair, room cleanliness and overall property appearance.
- Ensures overall preventative maintenance program for the hotel and guest rooms are being performed on a regular basis and to the standards set by management.
- Ensures a safe and secure environment by manages risk exposure to guests, colleagues, assets, etc. through developing a team that is fully trained on risk procedures/policies and fully compliant

Sales & Marketing:

- Develops and maintains rapport with key community contacts to ensure a visible presence in the local community
- Works closely with Revenue Management and Sales & Marketing to analyze data and performance to identify key revenue drivers, anticipate opportunities/threats in the market and to effect timely changes to the business
- Understands the competitive set and leverages the hotels' unique selling points for a distinctive offering
- Works with management to assist in sales activities of the property and meet revenue objectives. Activities include setting goals, completing competitive surveys, making sales calls, taking reservations and compiling reports.
- Identifies and seeks out potential business in local market. Maintains relationships with local businesses and key people to increase the company's visibility within the local market.

QUALIFICATIONS AND REQUIREMENTS

- Bachelor's degree in Hotel Management/Business Administration preferred
- 2 years previous general manager experience preferred
- Must possess a valid driver's license.
- Must speak fluent English
- Flexible work schedule
- May be required to work nights, weekends, and/or holidays

BENEFITS:

- Bonus/Incentive programs
- Upward mobility/advancement opportunities
- Health benefits for full-time associates
- Paid time off
- Hotel room discount access

So what's your passion? Please get in touch and tell us how you could bring your individual skills to VIP Hospitality Group.

VIP Hospitality Group is an equal opportunity employer Minorities / Female / Disabled / Veterans