



An Equal Opportunity Employer

Join our team of professionals committed to delivering quality service in a great work environment

The Hotel is seeking an experienced Hotel Operations Manager:

This position will oversee the day to day operations of the hotel, including but not limited to, Housekeeping, Guest Relations, Human Resources, Front Desk, Sales and Food and Beverage. It will be the responsibility of the Hotel Operations Manager to effectively deal with guests, staff and other Managers while keeping the hotel running smoothly. Your focus will be to lead the Hotel to increased sales revenues and guest satisfaction levels. To be an effective Hotel Operations Manager you will need to evaluate the Hotels' sales strategies, departmental structure, and identify emerging market opportunities; review data, report and develop strategies for consideration by the General Manager.

The applicant must have at least five years of hotel/resort management experience with at last three years of Front of House experience. Previous staff management experience is also required as is familiarity with hotel software systems. All candidates should understand that work schedules can include split shifts; weekends; public holidays and/ or irregular schedules. Additionally, candidates must be willing to cross train and/ or train other staff members when necessary and must always be willing to assist where necessary in order to ensure the quality delivery of service to our Guests.

Key responsibilities will include:

- To work with Director of Sales, Director of Food & Beverage, Catering and Front Office Management to maximize revenues
- To act as Duty Manager when required
- Maintaining staff morale and enthusiasm and managing staff performance
- Training key members of staff
- Managing the Property Management System used by the hotel and training new users
- Co-ordinate and ensure the resolution of maintenance issues in conjunction with the Maintenance team
- Liaising with the Guest Services department with regard to problem resolution
- Ensure policies and procedures are in place to manage and monitor personal and organizational attention to detail
- To ensure all members of staff comply with company policies and procedures, and keep staff updated on any changes
- To ensure the safety and security of the hotel by making sure that correct procedures are followed in the event of an emergency

Applicants may apply by email by submitting their resume, copies of any relevant certifications and references. **Please note, only applicants that are short listed will be contacted.** All candidates will undergo a thorough background check including criminal; credit and employment.

Performance Solutions Ltd, 133 Front Street Hamilton,
HM 11, Phone: 232-5270 Email: hr@psolutions.bm.

Closing Date: **May 13th 2014**