



Job description: Hotel General Manager

Full Job Description

Ramada Plaza Resort and Suites by Wyndham is seeking a General Manager at 6500 International Drive, Orlando, Florida.

Job Summary

This position is responsible for managing daily hotel operations to achieve planned goals for revenue and profit while maintaining standards for guest satisfaction, employee satisfaction, quality assurance, and asset protection; provide leadership, training, direction and support to hotel employees; maintain a high quality product.

Education & Experience

MINIMUM EDUCATION:

- Bachelor's Degree in Hotel/Restaurant Management or Business is a plus. Equivalent experience is acceptable.

MINIMUM EXPERIENCE:

- 2 - 5 years as Hotel General Manager or other hotel management role.

Physical Requirements

- Must be able to sit or stand for long periods at a time.
- May be required to do light lifting or carrying.
- Capable of working in a fast paced environment and in stressful situations.
- Must respond to multiple task interruptions and still provide service to internal and external customers in a professional and courteous manner.
- May be required to walk and/or stand for long periods of time.
- Must be flexible in work hours/days.
- Must be able to travel.
- Requires good vision.
- Must possess a valid driver's license and a personal vehicle.
- Must be available to work extended hours, nights and weekends.

General Requirements

- Must have knowledge of a variety of computer software applications in word processing and spreadsheets. Word, Excel, Power Point and Access.
- Must have full knowledge of Opera Full Service
- Must have effective oral and written communication skills.
- Must have good analytical skills and decision-making ability.
- Must be able to work independently and multi-task, prioritizing as appropriate.
- Obtain any locally required certifications.

Fundamental Requirements

Revenue Management:

- Provide the Revenue Management Department with information that includes a market analysis of competitors' rates by market segment for weekday and weekend and a forecast of local market conditions and special events that may impact occupancy and/or rate.
- Support sales efforts as directed by the Management and the corporate sales organization.
- Train front desk staff to successfully perform selling techniques and procedures for current promotions.

Financial Results:

- Provide input to the annual budget by forecasting changes in operating expenses and labor cost.
- Use business forecasts to manage costs by scheduling labor in accordance with staffing guidelines, control other expenses in accordance with business demand levels and control utility expenses in accordance with energy management and building operations standards.
- Based on forecasted monthly revenue, adjust controllable expenses to maintain profit margins and achieve planned monthly budget; explain the causes for budget variances of controllable expenses and take corrective action to avoid future occurrences and adjust spending to eliminate variances.
- Execute company policies and procedures for purchasing.

Guest Satisfaction:

- Train staff to successfully perform guest service procedures in accordance with company standards (e.g., greeting, scripts, pre-assignment of rooms, etc.).
- Train staff to successfully perform all functions for guest service and for handling upset guest who are dissatisfied with the products and services they received. Personally handle difficult situations involving upset guests. Attempt to resolve all issues of poor guest service before guests leave the property.
- Personally respond to guest complaint letters, Guest Assistance Contact Forms, and comment cards in accordance with company standards.
- Receive satisfactory scores for Medallia (i.e., guest satisfaction survey) and take action to correct any deficiencies.

Employee Satisfaction:

- Recruit, select, train and manage employees to deliver guest services and quality products that will lead to achieving goals for revenue and profit.
- Properly administer company policies and procedures for human resources management, payroll administration, personnel transactions and fair treatment of employees. Conduct wage surveys to provide input to annual budget and to ensure that the hotel is offering competitive wages.
- Train and develop assigned potential management candidates and trainees in accordance with Human Resources programs and guidelines.
- Provide leadership by conducting business in a professional manner and in accordance with all company policies including standards of conduct, business ethics and conflicts of interest.
- Receive satisfactory scores for employee satisfaction surveys and take corrective action to correct any deficiencies; maintain an acceptable level of employee turnover.

Product Quality:

- Ensure a satisfactory guest experience and protect the company's physical assets by maintaining the physical condition of the hotel in accordance with established quality control standards.
- Manage the preventative maintenance and quick-fix programs in accordance with company standards.
- Receive satisfactory scores for product quality as measured by Medallia and take action to correct any deficiencies.

Job Type: Full-time: Pay: \$69,000.00 - \$102,000.00 per year

Please email resume to: resumes@michotel.com