

## **CLUSTER GENERAL MANAGER**

### **HILTON HOTEL WINDHOEK AND HILTON GARDEN INN**

The Cluster General Manager will be responsible for providing overall leadership and managing the daily hotel operations for both Hilton Hotel Windhoek and Hilton Garden Inn. Ensure that the corporate brand standards for both hotels are adhered to. In addition, the Cluster General manager will also be responsible for executing the strategic management of the hotel in line with the organization's goals.

#### **RESPONSIBILITIES:**

As the Cluster General Manager, you will be responsible for performing the following tasks to the highest standards:

- ✓ Lead, direct and manage all hotel operations.
- ✓ Tour and visually inspect property on a daily basis.
- ✓ Manage ongoing profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- ✓ Prepare budgets, forecast and strategic plans to ensure financial profitability and operational excellence.
- ✓ Supervise development of and revision to business plan, annual budget, financial reports and annual and monthly forecasts that clearly explain operational effectiveness, trends and variances.
- ✓ Agree financial targets with Senior Management team and ensure they are kept up to date with ongoing financial information.
- ✓ Monitor cost control, property condition, cleanliness, quality of product, and service throughout hotel.
- ✓ Identify operational performance, productivity and efficiency gaps and implement measures to correct those deficiencies.
- ✓ Oversee service quality, operational efficiency, guest satisfaction, standards compliance, service, and financial measurements.
- ✓ Create specific, measurable, achievable, realistic, and timely action plans to drive culture of guest service and above average Overall Experience score and remedy guest service deficiencies.
- ✓ Prepare for and conduct the bi-annual Quality Assurance inspections and any other hotel compliance inspection.
- ✓ Monitor quality assurance scores and/or guest feedback and communicate to and train team members accordingly.
- ✓ In conjunction with the Cluster Commercial Manager, develop and implement sales and marketing plans.
- ✓ Oversee sales department operations, and regularly participate in sales calls/client visits.
- ✓ Critically review reports of occupancy and revenue, partner with revenue management professionals to analyse trends and implement changes to maximize room revenue.
- ✓ Maintain positive rapport with team members and customers and communicate regularly with the public, staff, corporate office, and owners.
- ✓ Ensure safety practices and procedures are followed and proper emergency, safety and security procedures are maintained.
- ✓ Manage and develop the Hotel Management team to ensure career progression and effective succession planning within the Cluster.

#### **QUALIFICATION AND SKILLS REQUIRED**

- ✓ Bachelor's degree in Hotel or Business Administration; will consider experience in lieu of degree.

- ✓ Minimum of 5 years of hotel general management experience at an internationally recognized branded hotel.
- ✓ General Management experience in an international brand
- ✓ Experience in any of the Hilton Worldwide Hotel brands
- ✓ Hotel pre-opening experience is an added advantage.
- ✓ Experience managing budgets, revenue proposals, and forecasting results in a similar sized property
- ✓ Analytical and deadline driven.
- ✓ Exceptional operations background
- ✓ Possess strong commercial acumen, with experience in increasing profitability.
- ✓ Communicate clearly and concisely, both verbally and written, displaying confidence in communication to a wide range of audiences.
- ✓ Diplomatic in difficult situations and able to build trust. Approachable and shows empathy towards colleagues and customers.
- ✓ Entrepreneurial, continually spot opportunities to increase revenue or reduce costs in the context of a changing business environment.
- ✓ Has the tenacity to achieve challenging targets, does not give up when faced with setbacks, remains calm and focused under time pressure and when dealing with difficult or confrontational situations.

**CLOSING DATE: 15 March 2024**

**APPLICATION PROCEDURE:**

Suitably qualified applicants should forward their applications clearly indicating the position applied for along with supporting documents to **recruitment\_hilton@Hiltonwindhoek.com** for further information please visit <https://unitedafricagroup.com.na/page/hilton-windhoek/>