

CLUSTER OPERATIONS MANAGER

HILTON HOTEL WINDHOEK & HILTON GARDEN INN

The Cluster Operations Manager will be responsible for the effective operational management of the hotels and ensuring that all Heads of Department achieve and exceed their revenue and Guest satisfaction targets.

Key Responsibilities:

- ✓ Work in conjunction with the General Manager to actively manage the hotel.
- ✓ Assist in the development of meaningful, achievable hotel budgets and other short- and long-term hotel strategic goals.
- ✓ Provide effective leadership to the hotel management team and team members to ensure targets are met and exceeded.
- ✓ Oversee food, beverage and conferencing services throughout the hotel.
- ✓ Coordinate and respond to audits that are completed by the company to ensure continual improvement is achieved.
- ✓ Plan, direct and coordinate the service delivery of all operational departments in order to meet and exceed guest expectations.
- ✓ Comply and exceed hotel and company Service Standards.
- ✓ Ensure that costs are controlled throughout the operational departments and results are analysed regularly to highlight problem areas and take appropriate action.
- ✓ Manage and develop the Heads of Department to ensure career progression and effective succession planning within the hotel and company
- ✓ Seek and respond to Guest feedback in order to achieve positive outcomes and high levels of customer satisfaction.
- ✓ Hold daily briefings and regular communication meetings with the head of departments.

Qualifications and Skills Required

- ✓ A degree or diploma in Hotel Management
- ✓ 5-8 years Management experience.
- ✓ Strong commercial acumen, preferably with experience in, Front Office, Food and Beverage or Rooms Management.
- ✓ Experience in managing budgets, revenue proposals and forecasting results.
- ✓ In-depth knowledge of the hotel / leisure / service sector
- ✓ Strong leadership skills
- ✓ Ability to work under pressure

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/>