

## CLUSTER GENERAL MANAGER – HILTON HOTEL WINDHOEK

### Overview of Job Requirements

- ✓ Lead, direct and manage the day to day running of the hotel operations for both Hilton Hotel Windhoek and Hilton Garden Inn Windhoek.
- ✓ 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.
- ✓ Manage and develop the Hotel Management Team, to ensure career progression and effective succession planning within the Cluster.
- ✓ Analyse market trends and together with the Commercial team, assist in developing sales and marketing strategies to drive market share.
- ✓ Monitor cost control, identify operational performance, productivity and efficiency gaps and implement measure to correct any deficiencies.
- ✓ Manage all shared service functions.
- ✓ Comply with and exceed Hilton Brand Service Standards.
- ✓ Deliver excellent guest and team member experience.

### Experience and Skills Required

- ✓ 5 – 10 years General Management or Director of Operations Experience in an International Brand Hotel
- ✓ Strong commercial acumen
- ✓ Experience in any Hilton Worldwide Hotel Brands will be advantageous
- ✓ Degree in Hospitality Management
- ✓ Excellent leadership skills
- ✓ Exceptional communication skills

**CLOSING DATE: 28 August 2024**

Please note that the above responsibilities for each position are not exhaustive. For more information on the positions advertised above visit <https://unitedafricagroup.com.na/page/career-options/>

### APPLICATION PROCEDURE:

Suitably qualified applicants should forward their applications clearly indicating the position applied for along with supporting documents to [recruitment\\_hilton@Hiltonwindhoek.com](mailto:recruitment_hilton@Hiltonwindhoek.com)

Only short listed candidates will be contacted for an interview.

*Hilton Hotel Windhoek and Hilton Garden Inn Windhoek are a subsidiary of the United Africa Group (Pty) Ltd*