

GENERAL MANAGER

OVERALL RESPONSIBILITIES

Responsible for the overall success of the hotel and restaurant. Focus on continuous improvement in revenue by complying with all operational and guest service standards as defined in procedures, increasing sales, developing a guest focused team and exceeding guest's expectations.

JOB REQUIREMENTS:

- Management Competencies
- Leadership
- Professional Demeanor - Exhibiting behavioral styles that convey confidence and command respect from others, making a good first impression and representing Marriott in alignment with its values
- Problem Solving and Decision Making - Identifying and understanding issues, problems, and opportunities; obtaining and comparing information from different sources to draw conclusions, develop and evaluate alternatives and solutions, solve problems, and choose a course of action
- Communication - Conveying information and ideas to others in a convincing and engaging manner through a variety of methods. Strong public presentation skills
- Adaptability - Maintaining performance level under pressure or when experiencing changes or challenges in the workplace

ESSENTIAL FUNCTIONS:

- Prepare and control annual revenue and expense budget with departments heads
- Analyze profit and loss statements. Bring line items within budget by making all necessary corrections to operational procedures
- Employee, Peer & Guest Relations
- Ensure proper selection, training, motivation and counseling of all Employees
- Ensure professional, positive employee attitude and attentiveness
- Promote good Employee communication through feedback, oral and written communication, and excellent training
- Take the lead on all employee disciplinary discussions, written documentation or terminations. Review all hourly Employee performance appraisals and conduct all Management performance appraisals on time and review with Regional Manager if necessary
- Review and approve bi-monthly payroll and process when necessary. Ensure proper administration of Company benefit programs to all eligible Employees. Coordinate and process all Property Paid incentives reporting to the Support Center
- Meet with and solicit comments from Guests and Employees on a regular basis, to determine their perception of Property performance. Respond to all Guest complaints from the complaint log, comment cards and negative customer satisfaction surveys. Track deficiencies and ensure no adverse trends apparent
- Develop and maintain a rapport with competitor hotels, City Convention and Visitors Bureau (CVB), Chamber of Commerce, lead sources, clients etc.
- Develop and maintain excellent working relationship with Support Center and peers

- Provide monthly Exception Report to President
- Complete all administrative documentation in an accurate and timely manner Sales & Marketing
- Assist in the development of annual and quarterly Marketing Plans with the Director of Sales and Revenue
- Ensure optimum revenue for the property by reviewing reports, coaching staff on changes in revenue strategies. Review all Sales calls, reports etc. with DOS. Review and approve preferred rates with the DOS regularly. Participate in joint Sales calls
- Authorize direct bill accounts and monitor the administration of Accounts receivable
- Responsible for the physical welfare of the Property. This includes monitoring all maintenance repairs and alterations to the property
- Ensure that the security needs of the Property, Employees and Guests are met.
- Inspect guest rooms in accordance with SOP requirements to ensure cleanliness and proper care. Document all inspections, available for review by Regional Operations Manager
- Be able to work independently; attention to detail; excellent communications skills
- Each associate is expected to complete, within their ability, all reasonable requests by management