

GENERAL MANAGER

Job Code:	GM	Division:	
Branch:		Department:	
Reports To:	VP Operations	Pay Grade:	
FLSA Status:	Exempt	Employee Type:	FULL TIME
Prepared By:	Dan Waller	Date Prepared:	04/09/2013
Approved By:		Date Approved:	

Summary

At Schahet Hotels we want our guests to relax and be themselves which means we need you to:
Be you by being natural, professional and personable in the way you are with people
Get ready by taking notice and using your knowledge so that you are prepared for anything
Show you care by being thoughtful in the way you welcome and connect with guests
Take action by showing initiative, taking ownership and going the extra mile
Treat all others with Respect, treating guests and fellow associates the way you want to be treated
Demonstrate Integrity in all you do. Seek to always do the right thing, whether working in a group, team, or alone.
Always be at the Service of our guest as well as fellow associates or managers. We believe that Service is making the reach to help or be of Service to all.
Celebrate successes. Show Excitement in your work, the way you smile and greet others, the good news of others successes or awards. Participate in group and team activities either by your active support and participation or by your presence in the group.

The General Manger will:

Provide day-to-day leadership and direction by maximizing financial returns, driving development of people, creating and maintaining a unique guest experience, executing on brand standards and building awareness of hotel and brand in the local community.

Essential Duties & Responsibilities

Financial Returns:

- Prepare annual capital, cash flow and sales and marketing plans to accurately forecast budgets and achieve required operating results.
- Analyze financials to drive revenues, future profitability and maximum return on investment. Use distribution channels and technology platforms to drive revenue and maximize market share.
- Lead capital plans and asset management initiatives, including working with owners to maintain or improve property's market leadership position.

People:

- Develop programs that drive improvements in team member engagement and are aligned with Schahet Hotels and brand service behaviors.
- Develop, implement and monitor team member succession planning to ensure future bench strength. Establish performance and development goals for team members and provide mentoring, coaching and regular feedback to enhance performance.
- Oversee any salary, disciplinary or staffing/human resources-related actions in accordance with company rules and policies.

Guest Experience:

- Demonstrate brand citizenship by maintaining compliance with all required brand standards, behaviors, hallmarks and license agreement mandates.
- Drive improvement in guest satisfaction goals. Collaborate with colleagues and hotel team members to establish and implement services and programs that meet or exceed guest expectations.
- Make time to interact with guests, solicit feedback and build relationships.

Other Duties

- Ensure a safe and secure environment for guests, team members and hotel assets in compliance with hotel's or owner's policies and procedures and regulatory requirements. Maintain relations with outside contacts.

- Act as public relations representative to raise awareness of hotel and brand in local community. Drive team member involvement in community organizations, activities and businesses.
- Develop and carry out action plans to be environmentally-conscious by taking steps to reduce the hotel's carbon footprint.

Perform other duties as assigned. May also serve as manager on duty.

Qualifications

Bachelor's degree / higher education qualification / equivalent in Hotel Administration, Business Administration plus four to six years of prior hotel management experience or equivalent combination of education and experience. Revenue Management experience required may vary based on size and complexity of operation. Marriott background preferred. Must speak fluent English. Other languages preferred

Supervisory Responsibilities

Develop programs that drive improvements in team member engagement and are aligned with the Values of Schahet Hotels and brand service behaviors.

- Develop, implement and monitor team member succession planning to ensure future bench strength. Establish performance and development goals for team members and provide mentoring, coaching and regular feedback to enhance performance.
- Oversee any salary, disciplinary or staffing/human resources-related actions in accordance with company rules and policies.

Physical Demands

The position of General Manager requires a person to be in good health. There are few physical limitations.

Training

General Manager must have completed or will complete within required time all Brand Standards as well as Company requirements

Decision Making

Responsible for day-to-day operation of Hotel. Work with VP of Operations in making decisions beyond those typically encountered during regular hotel daily operations.

Financial Responsibilities

Top-level position in a small to mid-sized limited-service single-site hotel with a limited range of facilities. Typically responsible for hotel revenues of less than 15 million. Position typically reports to Vice President of Operations

Communication

Manager will have the ability to effectively communicate with all associates and corporate office.

Results of Action

Equipment Used

All available at location.

Work Environment

The environment of the property will reflect the RISE values and the culture that fulfills that of Schahet Hotels Mission Statement. The property will be kept spotless clean, safe and secure. The associate's appearance will be professional,

courteous and friendly.

Employee's Signature

Date

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