



Ocean's Edge Accommodations Restaurant & Bar



WE ARE HIRING!

Position: Manager

Contract type: Full-time

Location: Castle Comfort, Dominica

Duration: 1 year contract in first instance with option for renewal based on performance

Salary: Remuneration package is negotiable and will be commensurate with qualifications, skills and experience.

SUMMARY

Under the supervision of the Hospitality Consultant and CEO, the Manager should have a keen understanding of all the inner working of a small hotel and have vast organizational and leadership skills. He/she should have a high level of responsibility and accountability with strong communication and interpersonal skills. The Manager should be able to develop and implement strategies that will ensure a positive experience that exceeds guest's expectations.



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SPECIFIC RESPONSIBILITIES

1. Oversee operational activities at every level of the hotel including hotel reservations bookings
2. Find ways to increase quality of customer service
3. Ensure the quality of the service meet or exceed guests' expectations
4. Implement best practices across all levels of the hotel and improve operational management systems and processes.
5. Assist in helping the hotel remain compliant, efficient, and profitable during business
6. Promote and market business (rooms and restaurant)
7. Recruit, train and supervise staff (Review employee behavior, appearance, and performance)
8. Anticipate all guests needs and respond promptly and accordingly
9. Work collaboratively with the CEO, Hospitality Consultant, and hotel staff to ensure operations are running smoothly in accordance with company's procedures.
10. Organize activities and assign responsibilities to employees to ensure productivity
11. Ensure all operations are carried out in an appropriate, cost-effective way
12. Assist with stock Management and control of expenditure
13. Ensure that the organization's financial records and record keeping methods are in compliance with applicable standards and maintain records.
14. Assist with preparation of VAT Returns and Corporate Tax
15. Work closely with Chef and identify opportunities for cost reduction and maximization of profits
16. Supervise maintenance work and conduct inspections where necessary
17. Evaluate hotel performance and ensure compliance with health and safety rules

QUALIFICATIONS & REQUIRMENT

1. Degree in Hospitality Management, Business Management, or related field
2. 5 years + proven work experience in the Tourism & Hospitality field or a similar field



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3. Reliability and stamina is essential and outstanding organizational skills
4. Excellent numerical, verbal and written communication skills
5. Experience in budgeting and forecasting
6. Familiarity with hotel operations and knowledge of organizational effectiveness
7. Strong understanding of hotel management best practices and data entry software
8. Results oriented and ability to meet deadlines
9. Good Leadership, interpersonal, and time management skills with the ability to work effectively in a team and paying attention to details
10. Good organizational and problem-solving skills
11. Outstanding interpersonal communication and customer service skills
12. Ability to analyze guest complaints and problems and develop effective solutions.
13. Excellent coaching and conflict resolution skills
14. Ability to thrive in a fast-paced environment
15. Exemplary work ethic
16. Ability to multi-task and coordinate activities in pressing situations (Work under pressed environment)
17. Ability to work long hours, on weekends and public holidays

To apply please email your CV and cover letter with two references to

oceanedgedevlopment@gmail.com

With the subject: Application - Manager

***Only shortlisted candidates will be notified.**

Application Deadline: May 25, 2022