



<https://eternalhotelsllc.com/careers/general-manager-pasco-washington-sonesta-redlionhotelpasco/>

General Manager – Red Lion Hotel and Conference Center Pasco

Description

Sonesta International Hotels Corporation branded hotel, in Pasco, WA, the Red Lion Hotel & Conference Center Pasco is looking for an experienced full service hotel General Manager to join our team! The General Manager (GM) is the onsite leader of the hotel and represents the company with all guests, clients, associates, and owners. The General Manager is responsible for consistently delivering results that contribute to the mission and overall success of the hotel by accomplishing performance objectives focused on driving revenue, controlling costs, providing guest and associate satisfaction, and delivering product and service quality. To accomplish this the GM will work directly with Sonesta's marketing, revenue management, and sales team and the shared accounting, facilities, human resources, information technology and procurement services that support the hotels.

Responsibilities

DUTIES AND RESPONSIBILITIES:

- Deliver on the promise of Sonesta Service in all interactions with guests and clients. Manage according to the Sonesta G.U.E.S.T. standards and instill a passion for customer service in all associates of the hotel. Create processes and procedures to ensure the hotel is properly supplied with all guest amenities, all food and beverage outlets are meeting guest expectations, and the hotel is properly maintained and clean.
- Manage the direct sales activities of the hotel in partnership with the hotel's Area Sales Manager (ASM) and Corporate Sales Office to uncover the appropriate demand located in the hotel's trade area. Directly supervise the hotel's Sales department and partner with the above sales support team to create and execute the hotel's sales and marketing plan to secure the fair market share of business for the hotel.
- Manage the overall seasonal demand strategy in partnership with the hotel's corporate Revenue Manager (RM) with regard to room type and length of stay pricing. Work with the hotel's property management system (Opera) and reservation system (Synxis) to maximize revenue through occupancy and rate adjustments based on market conditions.
- Regularly sell hotel rooms through direct client contact.
- Establish and implement appropriate service recovery guidelines in order to ensure complete guest satisfaction. Respond to guest complaints or concerns in a prompt and professional manner.
- Manage the Sonesta brand positioning through the proper use of all marketing programs. This would include, but is not limited to the creation of everyday surprises, the implementation and management of the company's guest recognition program (Travel Pass) and the proper use of all logo and graphics

Hiring organization

Red Lion Hotel and Conference Center Pasco

Employment Type

Full-time

Duration of employment

Year Round

Industry

Hospitality

Job Location

2525 N 20th Ave, 99301, Pasco, WA, USA

Working Hours

Open availability

Date posted

July 1, 2024

Valid through

01.08.2024

standards.

- Manage the front office, housekeeping, and food and beverage operation of the hotel through the direct supervision of the Operations Manager.
- Manage the appearance, condition, and preventive maintenance of the physical plant through the direct supervision of the Maintenance Manager.
- Attend Evening Social and Breakfast events as a representative of the management team of the hotel and to prospect for additional sales leads.
- Lead the development, implementation and monitoring of capital and operational budgets for the hotel which support the overall objectives of the company.
- Work with the Finance Department on the identification of variances and communication to ownership on the hotel's financial condition. In partnership with the hotel's assigned General Ledger Accountant and in accordance with company rules and policies, ensure the proper process is in place to manage and report the inflow of money in and out of the hotel. In partnership with Facilities Operations and in accordance with company rules and policies, ensure the proper process is in place to manage and report on the condition of the physical building(s), grounds, and parking surfaces. This includes the creation and management of the hotel's annual capital and operations expense budget to improve and maintain the facility for guests and ownership.
- In partnership with the hotel's assigned Human Resources representatives and in accordance with company rules and policies, ensure the proper process is in place to manage and report on the human resources and benefits programs within the hotel. This includes the recruiting, onboarding, training, ongoing performance management, and offboarding of all associates of the hotel.
- In partnership with the assigned Information Technology representatives and in accordance with company rules and policies, ensure the proper process is in place to manage and report on the proper use, maintenance and location of all information technology hardware and software provided to the hotel. This includes the proper use of all systems in order to service all guests and provide a return on investment to owners.
- In partnership with the assigned Procurement representatives and in accordance with company rules and policies, ensure the proper process is in place to manage and report on the purchasing of all supplies needed to manage the hotel. This includes the proper use of any platforms and/or programs to leverage purchasing power and the analysis of hotel spending to identify efficiencies.
- Enforce hotel standards, policies, and procedures are in place within the hotel departments.
- Act as 'Manager on duty' as required.
- Ensure compliance with federal, state and local laws regarding health, safety, and alcohol services.
- Perform other duties as assigned.

Qualifications

REQUIRED QUALIFICATIONS AND REQUIREMENTS:

- Ability to speak, read, and write fluent English; other languages beneficial.
- Experience managing mid-scale full service hotels with 10,000+ SF conference space, restaurants, bars, and 200+ rooms.
- Professional verbal and written communication skills.
- Mathematical skills, including basic math, budgeting, profit/loss concepts, percentages, and variances.
- Problem solving, reasoning, motivating, organizational and training abilities.
- Ability to prioritize and organize work assignments.
- Experience with Microsoft Office and Opera systems preferred.
- Ability to travel including some overnight travel is required.
- Valid driver's license required.
- Frequently standing up, bending, climbing, kneeling, and moving about the facility.
- Carrying, lifting or pulling items weighing up to 50 pounds.
- Frequently handling objects and equipment.
- Will be required to work mornings, evening, weekends, and holidays.

PREFERRED QUALIFICATIONS AND REQUIREMENTS:

- Bachelor's degree in Hotel Administration, Business Administration or related field preferred.
- Three years as a General Manager, Operations Manager, and/or Director of Sales in full service hotels preferred.
- Experience with Microsoft Office and Opera systems preferred.

Education

Bachelor's degree in related field or combination of higher education and experience required.

Experience

3+ years of prior Full Service Hotel GM experience required.

Job Benefits

- 401K
- Health Insurance
- Dental Insurance
- Vision Insurance
- Paid Time Off (Vacation & Sick)

Relocation assistance is available.

Base Salary

\$ 80000 - \$ 90000

Contacts**Additional Information**

All your information will be kept confidential according to EEO guidelines.

An Equal Opportunity Employer

Equal access to programs, services and employment is available to all persons. Those applicants requiring reasonable accommodations to the application and/or interview process should notify a representative of the Human Resources Department.