



<https://eternalhotelsllc.com/careers/hotel-general-manager-best-western-pendleton/>

Hotel General Manager – Best Western Pendleton

Description

The Best Western in Pendleton Oregon is looking for a Hotel General Manager to 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. The basic requirements for this position envelop keeping well maintained rooms, impeccably clean accommodations, and outstanding guest service.

Responsibilities

Guest experience:

- Demonstrate brand citizenship by maintaining compliance with all required brand and service standards, 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.
- Ensure rooms are 100% clean and properly prepared so our guests are comfortable, can work and rest.

Financial returns:

- Prepare annual budgets and sales and marketing plans to accurately forecast and achieve required operating results.
- Utilize 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 the service philosophy.
- 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 disciplinary or staffing/human resources related actions in accordance with company rules and policies.

Responsible business:

- 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

Hiring organization

Best Western Pendleton

Employment Type

Full-time

Beginning of employment

Until Filled

Duration of employment

Year Round

Industry

Hospitality

Job Location

400 SE Nye Ave, 97801, Pendleton, Oregon, USA

Working Hours

Full Time

Base Salary

\$ 55000

Date posted

May 30, 2025

Valid through

20.06.2025

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.

Qualifications

Qualifications and Requirements

- Prior hotel or lodging experience or combination of education and experience is required.
- Candidates without previous experience should not apply.
- Ideal candidate is local and familiar with the market.
- Candidate will need to be a hands-on team player and will be required to work shifts, assist with housekeeping, and supervise maintenance operations.
- Candidate must also have reliable transportation in order to complete daily deposits and conduct sales calls as needed.
- Candidate must be extremely detail oriented and an expert in organizational skills.

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.