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Senior Hotel Manager – Eternal Hotels™

Description

The Senior Hotel Manager oversees and directs all hotel operating departments and ensure the highest guest satisfaction and employee morale while meeting or exceeding budgetary goals. This position will be responsible for Front Desk, Housekeeping, Sales & Catering, Marketing, and F&B operations at Red Lion Hotel Pasco & Conference Center with goal of transitioning position into the complete management two (2) hotels in the Tri-Cities area, totaling about 120 guest rooms.

Responsibilities

- Responsible for managing the day-to-day operation of the hotel.
- Directly supervise and coordinate the activities of the management team and oversee supervision of the Food and Beverage, Sales, Catering, Front Office, Reservations, Housekeeping, Rooms, and Engineering departments.
- Help assist in booking entertainment and host special events (DJ's, Bands, Shows) that compliments any in-house groups/conferences.
- Work with the corporate management team to assist in establishing and implementing current and long-term objectives, plans and policies, and budget.
- Build and maintain healthy relationships with partners and maintain brand compliance.
- Build and maintain positive customer and client relations.
- Train employees on the company policies and procedures and ensure quality performance.
- Oversee the recommendation and establishment of prices and portions for products and services within the approved profit plan.
- Prepare department work plans and submit work plan status reports.
- Maintain proper implementation of proper cleanliness and condition procedures, conduct inspections, and ensure proper repair and maintenance of all equipment, buildings, and operations.
- Ensure compliance with federal, state, and local regulations regarding payroll, employment, and EEO.
- Manages policy deployment in the areas of lean manufacturing techniques, quality, cost reduction, complete and on-time delivery, safety, customer satisfaction, employee relations, visual controls and hotel performance measures.
- Provides leadership for employee relations through effective communications, coaching, training and development.
- Provides leadership for problem resolution to facilitate faster improvements and improved working relationships.
- Implementation of all required systems and programs.
- Ensures compliance with company standards for cost control, waste reduction, quality, safety, and complete and on-time delivery.
- Responds timely to all guest issues or concerns and Guest Assistance issues.
- Determines operations head count needs and ensures compliance with company policies.
- Oversight of training documentation for all departments per Hotel

Hiring organization

Eternal Hotels LLC

Employment Type

Full-time

Duration of employment

Year Round

Industry

Hospitality

Job Location

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

Working Hours

Ability to work weekdays/weekends
– day shifts, swing shifts, night shifts, and holidays as needed.

Date posted

January 3, 2022

Valid through

21.01.2022

Standards.

- Oversight of Front Desk and Night Audit.
- P&L review and end of month reporting.
- Manages compliance with state and federal regulations.
- Maintains ultimate responsibility for hotel employees across all shifts.
- Any additional duties as assigned.

Qualifications

- Must be able to communicate effectively verbally and in writing.
- Excellent interpersonal and leadership skills to guide and motivate teams.
- Proficient in Microsoft Office and ability to become proficient in hotel PMS system.
- Training skills, must have the ability to assess skill level of employees and modify training as needed.
- Strong mentoring skills: must have the ability to mentor employees through role modeling, supervision and feedback.
- Excellent communication and organizational skills.
- Professional demeanor.
- Must be able to work on feet for extended periods.
- Problem Solving/Analysis
- Diplomacy and the ability to communicate clearly
- Firm leadership skills
- Teamwork Orientation
- The ability to multitask, prioritize and manage time
- The ability to perform under pressure
- Must be highly motivated
- Technical Capacity

Supervisory Responsibility

This position manages all employees of the department and is responsible for leadership of the employees within its department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

This position regularly requires long hours and frequent weekend work based on business demand.

Travel

Travel if required, is primarily local during the business day.

Experience

Experience with Choice Hotels preferred

2+ Years of hotel management experience required.

Education

- High School Diploma / GED required.
- Associates degree or combination of higher education and equivalent experience preferred.

Job Benefits

We offer competitive pay, excellent benefits, and many other perks!

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 at hr@eternalhotelsllc.com