

Job Description

Job Title: Hotel General Manager

Primary Reporting to: Director of Operations New Zealand

Location: Nesuto New Zealand Limited

Nesuto Hotels is looking for an experienced GM to take over the reigns at its New Zealand flagship property, Nesuto Stadium Apartment Hotel Auckland.

Located in Britomart and a stones throw away from Spark Arena, Nesuto Stadium Apartment Hotel Auckland is currently undergoing extensive refurbishment works that involve the construction of 144 new hotel rooms taking the total key count to 244, refurbishment of the existing 100 apartments, the addition of a new restaurant and bar as well a new conference facility. This is an excellent opportunity to drive this hotel forward into 2020 and beyond.

ACTING THE NESUTO WAY

We are all leaders, mentors, teachers and friends to our colleagues

As a Hotel General Manager, you are the driving force of the business.

Responsible for all aspects of your hotel, you are empowered to act with our philosophy *Make the Call* to guide the business and your team to thrive.

Our Hotel General Managers are responsible for the day to day operation, managing the sales, revenue and marketing. You will also be responsible for developing a team that can deliver in line with our program of *Selecting Great, Developing Greatness*.

Responsibilities & Duties

Responsible for overseeing the entire hotel operation and commercial interests.

To promote a positive environment through participative management techniques as outlined in the *Nesuto Way* to maintain productivity levels.

Prepare the rolling strategic plan in line with the overall Hotel strategic plan.

Overall financial management of the entire business operations. This will include the preparation of budgets, key performance indicators, financial reporting and capital expenditure to ensure effective cost control and profitability.

Drive the revenue management of the hotel, ensuring daily, weekly, and monthly revenue meetings are taking place. Have full control over all revenue management decision including group, corporate and inbound rates.

Achieve continued revenue growth through innovation in services, product offerings and sales and marketing initiatives. A full 12-month sales and marketing plan to be submitted every year.

Drive sales ensuring that sales team members are adhering to the sales and marketing strategy.

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Provide effective leadership, management, training, motivation and development of all team members in your reporting line.

Maintaining good relationships with all stakeholders, including suppliers.

Oversee the Building Management function and manage the Strata relationships.

Ensure compliance with legislation and regulatory requirements and company policies.

To attend all relevant Hotel department meetings.

Forecast, monitor and control wage costs.

Monitor and record all breakages and wastage and associated costs.

Ensure all resource use is minimised where possible eg. Electricity.

Prepare team rosters in advance based on business.

Administer payroll.

Ensure that all public and back-of-house areas are presentable and that all equipment is stored correctly.

Work with maintenance personnel to maintain the asset with preventative maintenance plans.
Conduct team training, using the Nesuto Way program as well as on the job training and ensure that appropriate training records are kept.

Ensure team members perform duties according to Nesuto Procedures.

Ensure the team adheres to the Nesuto grooming standards.

To have a complete understanding of and ensure the team adhere to the hotel's policy relating to fire, hygiene, health and safety.

Resolves customer concerns and address all feedback in a timely and professional manner.
Complete a thorough yearly competitor analysis to ascertain our position in the market place.

Ensure that occupancy, room rates and revenues for the Hotel are continuously maximized and that the Hotel ranks, at a minimum within the top-performing hotels amongst its direct competitor set.
Be flexible to assist with other duties and projects as directed.

F&B:

Ensure consistent high standards of food preparation, presentation and quality are maintained in the F&B outlet. Ensure the quality of the food and service offering is commensurate with the agreed standard.
Conducts monthly inspections of all F & B and Rooms Division areas to ensure consistency.

Ensure food safety systems are robust through compliance with NZ standards.
 Ensure that food and beverage senior staff is holding pre and post briefings of each meal period to ensure that everyone is aware of all requirements and are kept updated on hotel promotions.
 Responsible for Food and Beverage Cost of Sales and ensuring targets are met or exceeded.
 Ensure the outlet's involvement in industry-based competitions at a local and national level for food preparation and combined competitions.
 To control and be actively involved with imagination and innovation in creating menus concepts and food promotions.
 Ensure general and food requisitions are checked to ensure correct items are ordered and delivered.
 To ensure all displays are creatively presented and to maintain tidiness of all areas of the hotel pertaining to the food and beverage outlets.
 To continually develop and maintain outlet policy and procedure manuals.
 Continually develop the food and beverage offering.
 Monitor all Food and Beverage and Rooms Division figures, daily, weekly and monthly and have a thorough understanding of the budget and profit and loss statement.

Attend housekeeping briefing meetings when appropriate.

Qualifications

Essential	Desirable
	Degree/Diploma in Hospitality or business

Work Experience & Skills

Essential	Desirable
Minimum of three years as a Hotel General Manager	Technologically Savvy
Food and Beverage Management	
Experience Managing a Sales Team	
Experience in Driving Hotel Revenue for Rooms, Food and Beverage and MICE	
Revenue management experience	Experience using a Revenue Management tool such as iDeas

Competencies

Essential
Problem Solving
Communication
Sales and Revenue Skills
Organisational / Time Management

