

TINZWE

LUXURY AFRICAN LIVING

General Manager Wanted

We are honoured to be opening Tinzwe Lodge in late 2018 in Victoria Falls – home to one of the most spectacular natural world wonders.

The main purpose of the **General Manager** is to be responsible for all aspects of the operations, including guest and employee satisfaction, financial performance, sales and revenue generation.

The successful candidate will be responsible for the day-to-day management of the boutique hotel and staff. They would have commercial accountability for budgeting and financial management, planning, organising and directing all hotel services, including front-of-house, Guest Services, food and beverage operations, and housekeeping.

While taking a strategic overview and planning ahead to maximise profits, the candidate must also pay attention to the details, setting the example for staff to deliver a standard of service and presentation that meets guests' needs and expectations. Business and people management are equally important elements.

Skills

The successful candidate will need to have:

- Minimum 2 years' experience as General Manager in a luxury lodge or hotel
- A friendly personality and a genuine desire to help and please others;
- Strong sales and marketing background
- The ability to think clearly and make quick decisions;
- Numeracy and logistical planning skills;
- A professional manner and a calm, rational approach to problems;
- The ability to balance customer and business priorities;
- Flexibility and a 'can do' mentality;
- Energy and patience;
- Excellent communication and interpersonal skills,
- Africa Experience is an advantage
- Languages are an advantage

Who you are

- Hard working and co-operative
- Consistent, fast and meticulous
- High standard of service and a passion for the industry
- Exceptional attention to detail
- Personable with excellent communication skills

- Excellent management ability
- Nurturing with a developmental approach to staff
- Assertive, patient, and organised
- Aware of developments and international trends in hospitality

Responsibilities

Managerial duties will include:

- Planning and organising accommodation, catering and other hotel services;
- Promoting and marketing the business;
- Managing budgets and financial plans as well as controlling expenditure;
- Setting and achieving sales and profit targets;
- Analysing sales figures and devising marketing and revenue management strategies;
- Recruiting, training and monitoring staff;
- Planning work schedules for individuals and teams;
- Meeting and greeting customers;
- Dealing with customer complaints and comments;
- Addressing problems and troubleshooting;
- Ensuring events run smoothly;
- Supervising maintenance, supplies, renovations and furnishings;
- Dealing with contractors and suppliers;
- Ensuring security is effective;
- Carrying out thorough inspections of property and services,
- Ensuring compliance with licensing laws, health and safety etc

To apply for this role, please email your CV to enquiries@tinzwe.com with General Manager vacancy in the subject line.