

Cluster Hotel General Manager at Little Kitchen Help Ltd

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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Little Kitchen Help Ltd provides outstanding services for all your recruitment needs. We manage your recruitment process which allows you to focus on your business. We are proud of our responsiveness and provide all our clients with a single point of contact

This role will involve operational shift coverage across a seven-day week rota and will involve working between properties on a rotational basis.

Your responsibilities will include:

To be highly visible at key operational times to ensure the drive and enhancement of the customer experience

Maintain staff focus on 'the Customer's need', individualising and personalising service where possible and encouraging staff initiative

Development and implementation of customer service plans that support the maintaining and continued high performance growth of our customer NPS

Ownership of the full in stay and post stay customer service lifecycle, continually reviewing where improvements can be made and following up on customer feedback and addressing service gaps

Working with the General Manager's to ensure the brand service standards are routinely reviewed against adoption and delivery metrics

Ensure the highest cleanliness standards across all hotel areas

Collaborate with Hotel Manager and Departmental Head's to support in following up customer lead opportunities and actively grow the business

Work with Cluster HOD's to ensure that teams are upskilled and multiskilled in line with business requirements

Work with the Cluster HOD's to translate annual strategic business plans into considered departmental scorecard targets and associated activity plans

Analysis of daily / weekly payroll costs in accordance with forecasted and materialised revenue levels to ensure optimal staffing deployments are managed with overspend corrected within the same trading period

To consistently conduct time in motion studies across all departments in accordance with technology and process adoption identifying incremental efficiencies

Ensure effective holiday/sickness/absence management

The Person

This is a highly visible role and as the daily face of the operation you will be responsible for overseeing the continual development and delivery of the Apex guest journey, the brand standards and our team culture.

With a passion for customer satisfaction you will be proactive, show initiative and also be able to demonstrate leadership achievements. You will have evidence of motivating and developing department managers and be flexible on working hours. You will see this opportunity as a fantastic platform for the grounding required to move into your first General Manager position. You will:

Have the ability to maintain and enhance a guest and team centric culture

Communicate effectively at all levels both verbally and in writing

Influence and inspire confidence

Imbue a coaching, supporting and challenging mentality that delivers operational results

Build effective and productive relationships (internal & external)

Create an open environment

Identify and manage best resources to achieve targets

Translate strategies into practical plans

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