



## Hotel Manager

### Kingsbridge Management

#### (Full Time Permanent)

**Who we are:** We create special places, properties, and service which inspire authentic experiences as unique as our guests. We seek to provide our guests an experience that is informed by their reasons for choosing us. Making memories that become part of our story. A sophisticated, urban, boutique hotel steps away from the Inner Harbour and downtown. Come join our energetic and dynamic hospitality team, we are managed by Kingsbridge Management. This is a fast-growing boutique hotel management company and the Oswego Hotel is its flagship property. Please visit our website [oswegohotelvictoria.com](http://oswegohotelvictoria.com) and [kingsbridgemanagement.com](http://kingsbridgemanagement.com) to learn more about us.

**Who you are:** You are a dynamic leader, who has a proactive approach and thrives in a result driven environment. You welcome feedback and love to mentor and empower other leaders. You like puzzles and thinking of, out of the box solutions. You want to work for a fast-growing organization where there is lots of opportunity to grow.

**Position Summary Hotel Manager:** The \* *Hotel Manager*\* will be responsible for the total operation of a Boutique style luxury hotel. The ideal candidate will take ownership of all areas of the business and work with Kingsbridge Corporate management team in rolling out Company programs and initiatives. The ideal candidate must be focused on ensuring the very best experience for our guests both external and internal. Under the direction and support of the Regional GM, the responsibilities for this position include but are not limited to:

#### Responsibilities:

- Actively participate in the strategic planning and ongoing development of the hotel, including revenue forecasting and budgeting.
- Building and maintaining strong owner relations is essential.
- Overseeing the health, safety and security of our guests and associates.
- Lead and support all departments in the achievement of their financial and operational targets via effective organizational development, policy and procedural development, and appropriate associate training activities.
- Clearly demonstrate to guests and associates a commitment to service excellence through the effective implementation and delivery of Kingsbridge Management's core values always.
- Foster a winning, solution-oriented, engaged work environment, motivating and engaging leaders and associates to continuously deliver the best possible service to our guests.
- Coordinate the planning and implementation of capital projects.

- Update and ensure timely awareness of the hotel's business continuity plan as well as its emergency and crisis management plans.
- Function as a key member of the hotel leadership team.
- Assume the responsibilities of the General Manager in their absence.
- Develop and train managers and conduct performance appraisals.
- Work with the Human Resources department on ensuring a positive proactive team environment.
- Be a hands-on leader.
- Approve schedules per budgeted guidelines, while ensuring maximum service to guests.
- Complete all necessary payroll records and labour forecasts.
- Handle guest complaints keeping senior management well informed of any problems and action taken.
- Display a high level of integrity and professionalism always in dealings with guests, owners and employees.
- Respond properly in any hotel emergency or safety situation.
- Review weekly cleanliness standards throughout rooms and public areas.
- Complete projects assigned by the Regional GM.
- Provide daily, weekly and monthly reporting.
- Analyze overall monthly hotel performance and provide summary report with recommendations to improve long term strategies.
- Conduct quarterly property performance review and develop strategic and tactical action.
- Operationally responsible for ensuring the team is properly staffed and they have the skills, techniques, tools, and processes in place to exceed guest expectations.
- Develop others by giving specific and timely feedback; sets high standards for individual and team performance; and provides effective training that enhance employee's skills.
- Act as a catalyst for new company initiatives; understand the initiatives, communicate changes; motivate staff to buy-in to changes; and measure the effectiveness of the initiatives.
- Support and track the performance of marketing campaigns and sales initiatives.
- Develop and maintain relationships with key business partners to meet and exceed team goals.
- Become skilled at and work with our operational systems, processes and best practices that guarantee organizational well-being.
- Contribute towards the achievement of the company's strategic and operational objectives.
- Examine financial data/statements and utilize them to improve profitability.
- Perform quality controls and monitor production KPI's.
- Serve as an escalation point of contact in matters where additional guest service or intervention is required.
- Work directly with the Owners of the Strata/Revenue Pool in liaison with the Regional GM.



- Work alongside the Property Management company on the up-keep of the hotel.
- Demonstrates and communicates key drivers of guest satisfaction for the Oswego's target guest.
- Makes and executes the necessary decisions to keep property moving forward toward achievement of goals.
- Work and align with other Kingsbridge Management Hotel properties.
- Works with hotel management team to develop an operational strategy that is aligned with Kingsbridge's business strategy and leads its execution.
- Monitors hotel operation's sales performance against budget.
- Holds Managers accountable for productivity and reducing costs.
- Focuses on growing revenues and maximizes the financial performance of the hotel.
- Creates an atmosphere in all room's department areas that meets or exceeds guest expectations.
- Any other duties as assigned by the Regional GM
- Applicants must be legally eligible to work in Canada.

### **Models our Core Values:**

#### **Warmth in Hospitality:**

From pre-arrival to post departure, every guest encounter enriches their sense of belonging and connection with our properties. We allow our guests to feel comfortable through natural friendliness and warmth. We actively anticipate ways to enrich their stays while maintaining an alert but relaxed service position.

#### **Innovation:**

We continually seek ways to learn and grow; initiating action and results which contribute to our special places. We are creative in producing profitable outcomes, encouraging an open exchange of ideas. We thrive in our ability to effectively bounce back from adversity and adapt to sudden change. We remain optimistic, curious, and solution focused.

#### **Being of Service- to our owners, associates, and community:**

From corporate to hotel specific initiative, each of our properties actively support communities we operate in. We achieve this through sponsorship, volunteering, donations, and fundraising.

All managers and supervisors support the growth, development, and well-being of associates. We actively coach and mentor each other towards continual professional improvement.

All associates contribute to the growth and well-being of each other by respecting and valuing the diverse and unique contributions we each make.

#### **Integrity:**

We create a positive work environment by building trust and open communication among our coworkers. We do what we say and communicate when we cannot. We



demonstrate trustworthiness and transparency in both our words and actions. When we make a mistake, we share our learning with others.

**Education:**

A degree in Business Administration, Marketing, Hotel and Restaurant Management, or related major; or equivalent job experience.

**Knowledge, Skills and Abilities:**

- 5 years' experience as a Department head or Director of Operations.
- Clear working knowledge of budget planning and execution.
- Exceptional communication, interpersonal and guest handling skills.
- Ability to motivate developing leaders to act as entrepreneurs while innovating guest-oriented solutions creatively and profitably.
- Self-confident, proactive, and able to prioritize and make effective decisions.
- Ability to build strong relationships, interact and influence others at all levels of the organization.
- Computer literacy a must, with a strong knowledge of Word, Excel, Word, Outlook and PowerPoint.
- Effective conflict management skills.
- Excellent verbal, listening and written communication skills.
- Collaborative self-starter who is self-managing and driven to succeed.
- A friendly, fun yet professional approach to your work.

**What's in it for you:** We offer competitive wages and a great benefits package. We cover your MSP, extended health and dental 100% coverage. We have a great benefit boost and RRSP contribution program. Senior Management Incentive Bonus plan. A career in hospitality where growth and innovation are encouraged. You get to be part of an amazing team of professionals who care about what they do. An organization which is growing and wants you to grow with us! If you would like to join our team, please submit your cover letter and resume through this posting. Due to the high volume of applicants only those chosen for an interview will be contacted directly. Do not contact us with unsolicited offers or services.