

MORGANS

SWANSEA

HOTEL MANAGER

An opportunity has arisen to appoint a Hotel Manager for a prestigious Boutique Hotel located within Swansea City Centre. The hotel has 42 bedrooms, a food and beverage offering and is an established wedding and events venue.

As Hotel Manager, you will be required to manage all aspects of the Hotel, developing a strong and successful team across all departments. Your objective will be to ensure excellent guest-satisfaction by approaching all tasks with a “hands-on” approach as you will have the overall responsibility of overseeing the day to day operations across the hotel.

This role requires a hands-on approach, you will be given the opportunity to work and apply your knowledge within several operational areas within the hotel but having a background in running Weddings & Events and/or previous experience as a Hotel Manger would be an advantage.

The Hotel Manager will be responsible for the day to day running of the business as well as achieving business objectives, with the financial skills needed to be able to create and deliver budgets, manage forecasts and understand profit and loss.

A natural leader and you should be able to lead and give direction to a team of staff who are passionate and dedicated in delivering exceptional guest experiences. It is essential that you are a people person, and that you thrive in taking ownership of their ongoing development.

This role would be a great opportunity for someone who is would like to establish themselves within Hotel Management and is looking for an opportunity where you can develop skills in several areas of the business. It is important to us that you have a positive can-do approach to tasks and are able to be multifunction and work across a number of areas as and when business requires.

KEY RESPONSIBILITIES

As Hotel Manager, you will

- Effectively manage the hotel to an optimum level. Working closely with the management team you will be committed to achieving and exceeding all targets financial and operational, with the emphasis on forward planning and delivering an exceptional customer experience.
- Manage the day to day operation ensuring a high level of customer satisfaction and experience.
- Actively participating in the recruitment process and contributing to the recruitment decisions ensuring the right people are hired into the business to deliver results.
- Keep up to date with government and industry knowledge and updates.
- Regular competitor analysis checks, locally and nationally.
- Maintain the hotel grading by adhering to Visit Wales criteria.
- Constantly monitor the customer service experience and respond to all feedback whether it be positive or negative in a professional and timely manner.
- Fully trained and confident on the use of all externally sourced software and the responsibility of staff access to these systems
- Management of the adherence to all licencing objectives and premises licence parameters, alongside the DPS (if not the hotel manager)
- Responsible Person for H&S and Fire Safety
- Work alongside marketing to ensure adequate coverage of the hotel and its offering is up to date, relevant and in line with the brand across all digital and traditional sources.
- Extensive knowledge of the hotel, the grading, and its history
- Build and maintain excellent working relationships with suppliers and customers.

If you feel that you have the skills and wish to apply for this role, please forward your CV to Jan@travelhouse.co.uk along with a covering letter outlining why you think you would be suitable for this role.