



K A B I K I
P H N O M P E N H

MAADS ✦ HOTEL

General Manager Job Announcement

Phnom Penh, October 2018

The Kabiki – Secret Gardens Hotel – A Friends and family 19-room accommodation, off a private alley in Phnom Penh’s historical district. Pool and paddle pool amongst lush tropical flora, giving the feeling of a small forest right in the centre of the city. www.maads.asia/kabiki

MAADS, a fast growing hospitality development and management company, is set-up by the founders/operators of several well-known boutique hotels in Phnom Penh and Siem Reap (see www.maads.asia). Projects have a consistent identity: strong characters, great locations, interesting setups and always lots of water and greenery. They are different, respect architectural heritage and provide a personalised service, always placing simplicity as the top priority. Maads continuously strives to contribute to the wellness of its teams, to maximize guests’ experience of their destinations and to give pride to its partners.

JOB SUMMARY

Successfully lead all aspects of the hotel and its team - in coordination with the Founders and Maads team, in line with the brand identity guidelines – in order to maintain it as an outstanding stay option for visitors of Phnom Penh.

DETAILED RESPONSIBILITIES

- Recruit, supervise and monitor the team.
- Provide necessary leadership to all the team.
- Conduct or supervise all daily operations.
- Ensure highest occupancy and optimized room rates.
- Ensure highest quality standards and best guests’ services and experience.
- From time to time, meet and greet customers.
- Plan and supervise maintenance, supplies, renovations and furnishings.
- Ensure effective security for the team, guests and equipment.
- Regularly carry inspections of rooms, entire property and services.
- Ensure entire Hotel, common areas, rooms and staff areas are perfectly clean and tidy.
- Conduct sales and marketing towards Travel Agencies and direct clients and corporates.
- Monitor and manage Internet Distribution Channels and direct online booking platforms.
- Supervise the Property Management Software.
- Create Standard Operating Procedures for all departments.
- Supervise the accounting, control expenditures, salaries.
- Create monthly reports, annual budgets and capital expenses projections.
- Forecast market trends and suggest action plans for the future.

- Regularly suggest improvements.
- Benchmark the competition.
- Deal with customer complaints and comments.
- Get on site at any time in case of emergency or give responsibility to assigned person.
- Come-up with promotional ideas in line with the identity of the place.
- Ensure compliance with licensing laws, health, safety, other regulations.
- Develop privileged relationships with local and business partners, authorities.
- Work in harmony and collaborate with the teams of owners/operators related businesses.
- If / when required, support the development of tourism activities.
- Ensure the Hotel maintains highest reputation and image.
- Maintain strong connections with the sister properties and the rest of the group.

PROFILE

- Aged 35 to 55, extremely motivated and available.
- Degree in hospitality management or equivalent.
- Previous successful leading position in similar size and standard hotel.
- Previous experience in operating boutique businesses.
- Knowledge of Cambodian or regional culture or and tourism market trends.
- Up-to date on new communication and social media, online booking tools.
- Personally interested/experienced in international leisure travelling.
- Excellent communication skills.
- Ability to lead a team of over 50 people.
- Passionate about Customer Service and family oriented hospitality.
- Capable of supervising budgets and costs control.
- Well organized, with a strong ability to prioritize tasks.
- Fluent in English. French, Khmer or Chinese being a plus.
- Be reachable 24/7.

REPORT

To the Hotel Founders.

SCHEDULE

At Kabiki Hotel, 22 Street 264 in Phnom Penh.

As required by the operation, 1-hour lunch break, 6 days per week.

Evening and weekend work often necessary to support the teams.

APPLICATION

Closing date: 31st October 2018

Only shortlisted candidates will be contacted. Only locally present candidates will be considered.

Please send CV (2 pages max) and cover letter to hr@maads.asia