

Penh House & Jungle Addition Hotel in Phnom Penh

Phnom Penh, 18 March 2019

Penh House & Jungle Addition – Two-Oasis Hotel – together form a 70-room boutique hotel composed by a period but newly refurbished 18-room villa surrounded by gardens with a pool, and a newly built 52-room construction, directly opening to iconic street 240, with a restaurant, rooftop pool, spa and fitness. Both are strategically located at a few steps from Phnom Penh's Royal Palace and Wat Botum, the Royal Pagoda. The overall facility is fully functional since the end of 2018.

The project is operated by Plantation Hotel in Phnom Penh, under the responsibility of the founders of the collection of boutique hotels branded Maads.

JOB SUMMARY

Successfully lead the team and all aspects of the hotel – in coordination with the Plantation and founders/operators, in line with the brand identity – in order to make and maintain it as an enriching workplace for the team and an outstanding accommodation option in Phnom Penh.

DETAILED RESPONSIBILITIES

- Provide necessary leadership to all the team.
- Recruit, supervise and monitor the team.
- Conduct or supervise all daily operations.
- 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 direct clients travel agencies and corporates.
- Monitor and manage Internet Distribution Channels (OTAs), direct online booking platforms.
- Supervise the Property Management Software.
- Create/update Standard Operating Procedures for all departments.
- Supervise the accounting, control expenditures, incomes and salaries.
- Create monthly reports, annual budgets and capital expenses projections.
- Hold monthly meetings with owners and operators, answering all their questions.
- Forecast market trends and suggest action plans for the future.
- Regularly suggest improvements.

- Benchmark the competition.
- Deal with customer complaints and comments.
- Answer urgent requests 24/7.
- Come on site at any time in case of emergency or give responsibility to assigned person.
- Come-up with promotional events.
- 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.

REPORT

- To the operators on a regular basis and to the owners during the monthly meetings.

PROFILE

- Aged 35 to 55, extremely motivated and available.
- Degree in hospitality management or equivalent experience.
- Previous successful leading position in similar size and standard hotel.
- Knowledge of Cambodian culture and tourism market trends.
- Up-to date on new communication and social media, online booking tools.
- Excellent communication skills.
- Ability to lead a team of over 80 people.
- Passionate about Customer Service and high-end hospitality.
- Capable of supervising budgets and control costs tightly.
- Well organized, with a strong ability to prioritize tasks.
- Fluent in English. Khmer, French and/or Chinese being a plus.

SCHEDULE

At 34A, street 240 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 team.

APPLICATION

Closing date: 31 March 2019

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