



TeaHouse
Asian urban hotel
- Phnom Penh -

Hotel General Manager Job Announcement

Phnom Penh, August 2019

TeaHouse – Asian urban hotel – Between Norodom and Monivong Boulevards, a 50 boutique rooms accommodation inspired by Asia’s love for tea, since 2014. The spa, lounge and poolside combine modern urban design with an Asian twist. The restaurant serves dishes blending local spices, tea decoctions and Western cuisine. Plenty of flavours, water and greenery, right in heart of the city. www.theTeaHouse.asia

The property is operated by MAADS (see www.maads.asia for more details).

JOB SUMMARY

Successfully lead the team and all aspects of the hotel – in coordination with the founders/operators and in line with the brand identity – in order to ensure it as an enriching workplace for the team, an outstanding accommodation option for our guests and a source of pride for the owners.

DETAILED RESPONSABILITIES

- Provide stimulating leadership to all the team.
- Enhance our guests’ experience of the TeaHouse.
- Conduct all daily operations.
- Recruit, supervise and monitor the team members.
- Ensure highest quality standards and best guest services.
- Ensure all visuals and communication respect Maads branding guidelines.
- Make sure any new guest supplies, furniture, decoration are approved by operator first.
- Regularly meet and greet customers.
- Deal with customer complaints and answer all online comments/reviews.
- Supervise maintenance, supplies, renovations and furnishings.
- Deal with contractors and suppliers.
- Ensure optimum security for the team, guests and equipment.
- Regularly carry inspections of the entire property and services.
- Ensure entire hotel, common areas, rooms and team areas are perfectly clean and tidy.
- Conduct sales and marketing towards direct clients, travel agencies and corporations.

- Monitor and manage Internet Distribution Channels, direct online booking platforms.
- Supervise the Property Management Software.
- Create/improve Standard Operating Procedures for all departments.
- Supervise the accounting, control expenditures and salaries.
- Create monthly reports, annual budgets and capital expenses projections.
- Analyze sales figures; devise marketing and revenue improvement strategies.
- Forecast market trends and suggest action plans for the future.
- Hold monthly meetings with owners and operators, answering all their questions.
- Come-up with cultural, entertaining and promotional events.
- Benchmark local competition and monitor regional best hospitality initiatives.
- Regularly suggest improvements.
- Ensure compliance with licensing laws, health, safety, other regulations.
- Develop privileged relationships with neighbors, business partners, authorities.
- Work in harmony and collaborate with the teams of owners/operators' sister properties.
- If / when required, support the development of local tourism initiatives.
- Ensure the hotel maintains highest reputation and image.

REPORT

To the operators on a regular basis, to the owners during the Board of Directors meetings.

SCHEDULE

At the hotel 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.

PROFILE

- Aged 35 to 55, particularly motivated and available.
- Degree in hospitality management or equivalent experience.
- Previous successful leading position in similar size boutique hotel.
- Knowledgeable of Cambodian culture and regional tourism market trends.
- Up-to date on new communication and social media, online booking tools.
- Personally interested/experienced in international leisure travelling.
- Excellent interpersonal/communication skills.
- Ability to lead a team of over 60 people.
- Passionate about Customer Service and boutique type hospitality.
- Capable of supervising budgets and controlling costs.
- Well organized, with a strong ability to prioritize tasks.
- Fluent in English. French, Khmer or Chinese being a plus.

APPLICATION

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

Closing date: 15 October 2019.

Only shortlisted candidates will be contacted.

Only locally present candidates will be considered.

We trust you will find our salary and package offer attractive.