



TEMPLATION
ANGKOR

MAADS ✦ HOTEL

Hotel General Manager Job Announcement

Siem Reap, August 2019

Templation, opened in January 2016, is the closest high-end resort to Angkor Wat. It has 41 luxurious suites and villas, most of which with private swimming pools. The grounds spread on over 2 hectares of lush tropical gardens. It has a breezy lounging and dining area, and a spa operated by Bodia. All roofs are planted and spaces are open for natural airflow. A significant part of the power used is solar. The property also hosts a 'Jungloo Station' (our jungle igloo www.jungloo.asia) as a glamping tented retreat.

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 owner.

DETAILED RESPONSABILITIES

- Provide stimulating leadership to all the team.
- Launch the new glamping accommodations: the Jungloo Station.
- Enhance Templation guests' experience on an ongoing basis.
- Support the launch of the new wood workshop related to the hotel.
- 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 and to the owners during the Board of Directors meetings.

SCHEDULE

At the hotel in Siem Reap, 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 80 people.
- Passionate about Customer Service and high-end hospitality.
- Capable of supervising budgets and controlling costs.
- Well organized, with a strong ability to prioritize tasks.
- Fluent in English. Khmer, Chinese and/or French being a plus.

APPLICATION

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

Closing date: 30 September 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.