



**Templation**, operated by Maads (see [www.maads.asia](http://www.maads.asia)), is the closest resort to Angkor Wat temples. 41 luxurious suites and villas, most of which with private swimming pools, are set in over 2 hectares of lush tropical gardens. The resort focuses on nature and its resources; the villas roofs feature luxurious greens, spaces such as the lounge and restaurant are open for the natural breeze to flow and a significant part of the power used is solar. The property also hosts a 'Jungloo Station' (our jungle igloo [www.jungloo.asia](http://www.jungloo.asia)) as a glamping tented retreat.

The resort opened in 2016 and has since had very positive results. In a constant view of improvement and response to the local clientele's needs, our objectives are to refine the personal services we offer as well as improve our wellness offer. We currently have a spa operated by Bodia, the aim is, however, to become the best wellness resort in Cambodia.

### **JOB SUMMARY**

S/he successfully leads the team and all aspects of the hotel and related properties – in coordination with the founders/operators and in line with the brand identity – in order to ensure it is an enriching workplace for the team, an outstanding accommodation option for our guests and a source of pride for the owner.

### **DETAILED RESPONSABILITIES**

#### **Leadership & Human Resources**

With each head of department / manager,

- Provide stimulating leadership to all the team.
- Establish the managers' performance and development goals, and review once a year.
- Provide mentoring, coaching and regular feedback to help them manage conflict and improve their performance.
- Oversee all team members' development; discuss evaluations, promotions, transfers or disciplinary actions.
- Ensure all team members are trained in compliance with quality and service standards.
- Ensure grooming and general appearance of all team members conforms to hotel standards.

#### **Customer Service**

- Enhance the Templation experience for the guests.
- Ensure highest quality standards and best guest services.
- Regularly meet and greet customers.
- Intervene when necessary and resolve customer issues, complaints, problems in a quick, courteous and efficient manner to maintain a high level of customer satisfaction and quality service.
- Deal with online customer comments/reviews and answer all.

#### **Operations**

##### *Standards & Procedures*

- Conduct all daily operations.
- Regularly carry out inspections of the entire property and services.
- Ensure entire hotel, common areas, rooms and team areas are perfectly clean and tidy.
- Analyse and appraise adherence to organizational policies, procedures and standards to ensure effectiveness of all departments.



- Ensure all visuals and communication respect Maads branding guidelines.
- Make sure any new guest supplies, furniture, decoration purchases are approved by operator first.
- Ensure with HOD's that all Standard Operating Procedures are in place and followed.
- Ensure optimum security for the team, guests and equipment.

*Finance & Control*

- Prepare the annual hotel operating budget with the accountant and validate.
- Control and follow that revenue and expenditure are within the established budget guidelines.
- Supervise the accounting, control expenditures and salaries.
- Ensure compliance with licensing laws, health, safety, other regulations.

*Sales, Events & Marketing*

- Analyze sales figures; devise marketing and revenue improvement strategies.
- Monitor all Internet Distribution Channels, direct online booking platforms.
- Conduct sales and marketing towards direct clients, travel agencies and corporations.
- Benchmark local competition and monitor regional best hospitality initiatives.
- Ensure the hotel maintains high reputation and image.
- Organize cultural, entertaining and promotional events.
- If / when required, support the development of local tourism initiatives.

*Communication*

- Hold regular one to one meeting with each head of department to review operations.
- Hold regular management meetings to communicate all important information and news to the team members.
- Develop privileged relationships with neighbors, business partners, authorities.
- Work in harmony and collaborate with the teams of owners/operators' sister properties.

*Project*

- Coordinate the wellness project study.
- Prepare, organize and coordinate the implementation of the project.
- With the Marketing Director, plan and organize the launch of the wellness centre.

*Reporting*

- Provide management with monthly reports.
- Make frequent suggestions to management in reference to improvement of general operations, promotions, cost control and profitability.
- Hold monthly meetings with owners and operators.

*Other*

- Supervise all renovations.
- Assist in the relaunch of the apartments and brewpub.

**General**

- Have complete knowledge of the Hotel's policies (fire, security, handbook, etc.).
- Have complete knowledge of the Hotel's quality and service standards, departmental procedures.
- Always keep a very good and professional attitude towards all colleagues.
- Maintain excellent grooming standard at all times.
- Remain calm and alert, especially during emergency situation and/or heavy hotel activity, serving as a role model for the team and other hotel employees.
- Occasionally perform other duties and assist with special projects as assigned

**Reports to: MAADS Operators**



TEMPLATION  
ANGKOR

MAADS & HOTEL

**Hotel General Manager  
Job Announcement**  
Siem Reap, February 2020

## 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.
- Experience in hotels with spa & wellness preferred.
- 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. French, Khmer or Chinese being a plus.

## Conditions

Working hours: as required by the activity, Cambodian law; 48 hours, 6 days per week.

Salary: Attractive package to be discussed during interview.

Closing date: **14<sup>th</sup> March 2020**

Please send CV (2 pages max) and cover letter to: [hr@maads.asia](mailto:hr@maads.asia)  
[www.maads.asia](http://www.maads.asia)

Please note only shortlisted candidates will be contacted.