



DEPARTMENT: General Manager

POSITION TITLE: General Manager

POSITION DESCRIPTION PREPARED ON: December 4, 2019

REPORTING TO: Ben Sparrow, Sparrow Hotels, representing the Board of Directors

POSITION SUMMARY

Oversee the execution of the visionary plan for the hotel and meet the operational and financial goals.

Duties and Responsibilities:

- To operate the hotel in a fashion similar to a 3 Diamond Property (four star property)
- To lead and coach the Assistant General Manager, Executive Housekeeper, Food and Beverage Director, and Outlets Manager.
- Develop annual operating budgets for the property and oversee the design and implementation of any incentive programs for staff.
- Ensure all revenue and expense budgets are met
- Ensure the internal operating reporting structures and schedules are maintained
- Directly monitor and maintain each Departmental Scorecard. Scorecards include: Departmental KPI's, Measurement of Guest Satisfaction, and Line Item Financial Statement Accountability
- Participate in companywide performance groups
- Oversee the maintenance and development of all operations manuals (Department Binders) and staff training manuals for all areas to deliver specific training and operational methods and procedures to be employed by the Facility in the delivery of services
- Maintain and develop an employee handbook(s) to guide employees as to their interaction with other staff and patrons by outlining rules and policies
- Maintain and continue to develop an effective onboarding and orientation program
- Oversee the development of appropriate menus all dining, and banquet and catering to reflect the hotels' brand and quality standards
- Oversees the hotels' pricing strategy and conduct regular pricing reviews for all departments
- Oversees the purchase of capital assets in accordance with the annual capital asset budget
- Develop and execute a sales strategy in conjunction with the operating budget and our CEO and Director of Sales
- Coordinate a marketing program to promote the property in accordance with the overall market positioning envisioned by the CEO and Marketing Manager
- Establish appropriate security and emergency response protocols with the local police, Fire Marshall, and with key management on site. Ensure that appropriate safety training is provided for all staff
- Ensure that all equipment is maintained by directing the development of appropriate maintenance schedules for all equipment, furnishings and fixtures.
- Establish ongoing recruitment, employment and training procedures to achieve the high standard of service specified
- Establish all standard operating hours consistent with market conditions and reasonable public demand

- Ensure that all areas, all furniture, fixtures and equipment are in good and operable manner and so as to meet the highest standard of health, cleanliness, and neatness
- Maintain complete and accurate records and accounts of the operations and managers' daily logs for historical reference maintained on site
- Ensure personnel compliance by the Managers and representatives with all the operational requirements as set out in this agreement
- Exercise financial prudence in the conduct of the operations by exercise of discipline and supervision of purchasing policies, staff work ethic and work allocation
- Exercise due diligence in payment of any accounts payables and appropriate initiative in securing any accounts receivables from clients
- Ensure compliance with Manitoba Liquor Act and Regulations and Manitoba Labour Legislation
- Work effectively as a team with all other Sparrow managed properties including ERA Bistro and Catering, Inn at the Forks, Mere Hotel and the WAG / IAC.

Reporting

- Provide timely financial statements to the Ownership group
- Keep confidential all internal reports that are intended for the sole interest of the ownership group and refrain from making copies or duplications of same in whole or in part except as authorized

Staff Relations and Human Resources

- Maintain and develop programs for the four critical hotel HR areas: Selection, Training, Job Design, and Performance Management
- Establish standards for appropriate uniforms or dress code at all times for staff on duty
- Establish and enforce clear guidelines as to when staff may access any services within the facility and enforce and restrictions
- Establish any discounts or benefits that the staff may receive
- Provide on-going training and upgrading in day-to-day operations and exceptional or emergency response needs
- Ensure that the workplace is harmonious

Fiduciary Duties

- Maintain in confidence all information relating to this engagement during and after completion
- Acknowledge that by reason of this endeavor, realizing any benefits, incentives, rebates or discounts achieved by virtue of market presence, volume or quantity will be appropriately applied to this endeavor and that there will be full disclosure of any such benefits realized. Further, the CEO of Sparrow Hotels will have full access to all related records from within the operation or from the suppliers.
- The Owner will have the right to examine the general books, records, supply contracts, correspondence, receipts, vouchers and memoranda relating to this engagement

Community and Core Values

- Reflect the core values of Sparrow Hotels at all times, setting an example for everyone in the company
- Ensure the Green Key rating is maintained and all reporting requirements are met

To apply for this position please forward your resume to:

Ms. Angela Docouto at adocouto@sparrowhotels.com. Closing Date December 23, 2019