

Job Description: Resort General Manager

Job Summary:

The Resort General Manager is responsible for the overall management of resort operations, including front office (reception), housekeeping, maintenance, food and beverage services, and guest experience. This leadership role ensures the smooth daily running of the resort, exceptional guest service, staff performance, and achievement of financial goals.

Key Responsibilities:

Front Office / Reception Management

Oversee all front office operations, including guest check-in/out and customer inquiries. Ensure professional, welcoming, and efficient guest service at reception. Monitor guest feedback and ensure front desk staff are trained in hospitality excellence and complaint resolution. Coordinate with housekeeping and F&B teams for guest requests linking to the reservations team.

Housekeeping Management

Ensure guest rooms and public areas meet the highest standards of cleanliness and presentation. Supervise housekeeping schedules, laundry services, and room inspections. Manage inventory of cleaning supplies and linen. Ensure compliance with hygiene and safety protocols.

Maintenance & Facilities Management

Oversee property maintenance for the whole site including sports and leisure facilities but excluding the golf course. This includes guest rooms, common areas, pools, grounds, and equipment. Ensure preventive maintenance schedules are followed. Coordinate emergency repairs and external contractors as needed. Monitor energy usage and implement sustainability practices when possible.

Food & Beverage / Restaurant Oversight

Manage the resort's restaurant(s), bar, and catering operations. Work with the head chef and F&B manager to plan menus, control food costs, and ensure high food quality and service standards. Work closely with the Resort General Manager Sport and Leisure on satellite cafes.

Monitor health and safety compliance in food handling and storage. Implement customer service training and promotions to increase revenue.

Staff Leadership & Human Resources

Recruit, train, and manage department heads and operational staff. Conduct regular performance evaluations and staff development initiatives. Promote teamwork, motivation, and accountability across all departments. Ensure compliance with labour laws and HR policies.

Guest Satisfaction & Experience

Maintain high levels of guest satisfaction through personal engagement, responsiveness, and service consistency. Resolve guest issues promptly and professionally. Monitor online reviews and implement improvements based on guest feedback. Develop personalized services and experiences to enhance guest loyalty.

Financial Management

Develop and manage the resort's operating budget. Monitor revenue, cost control, and profitability across departments. Analyze performance data such as occupancy, ADR, and RevPAR. Approve purchasing and manage vendor relationships.

Marketing & Sales Support

Support the sales and marketing team in creating promotions, packages, and partnerships. Oversee group bookings, events, and conferences to ensure smooth coordination and service.

Risk Management & Compliance

Ensure the property complies with safety, fire, health, and legal standards. Manage emergency procedures, drills, and insurance coverage. Maintain necessary licenses and certifications.

Qualifications:

- Bachelor's degree in Hospitality Management, Business Administration, or a related field (MBA or equivalent experience preferred).
- At least 5 years of experience in hotel or resort management with direct oversight of front office, housekeeping, maintenance, and F&B.
- Strong leadership, communication, and organizational skills.
- Knowledge of budget planning, revenue management, and staff training.

Core Skills:

- Leadership & team building
- Guest service excellence
- Front office & F&B operations
- Facility & maintenance coordination
- Financial and budgeting expertise
- Staff development & conflict resolution
- Time management & decision-making

Working Conditions:

- Full-time, often including evenings, weekends, and holidays.