



Job Title	General Manager – Gateway Hotel
Location	The Gateway Hotel – Umhlanga (Durban)
Objective	<ul style="list-style-type: none"> • Total responsibility and accountability for effective leadership and profitable management (shareholder returns) of multiple functions as per strategic plan. Maximization of financial performance, and working environment in accordance with the standard operating procedures, policies and quality standards of the Group.
Key Areas	<p><u>Strategic Direction</u></p> <ul style="list-style-type: none"> • Ensure the development of a realistic and attainable strategic business plan (i.e. Strategy, Marketing, Sales plans and budgets) that defines operational goals and profitability objectives. • Ensure that aggregate functional results meet or exceed targets. • Ensure adherence to relevant compliance regulations and legislation i.e occupational health, safety and environmental compliance. • Ensure that audit targets are achieved.
	<p><u>Financial</u></p> <ul style="list-style-type: none"> • Lead, the effective management of the functional areas to maximize financial performance while upholding quality standards and maximizing levels of guest satisfaction. • Actively manage finances, budgets and related accounting systems by ensuring the appropriate financial controls are in place and maintained to control overheads and expenditure, manage cash flow and ensure profitability.
	<p><u>Guest Service</u></p> <ul style="list-style-type: none"> • Develop and implement customer retention and acquisition targets • Ensure that customer retention and acquisition targets are met. • Monitor the performance of guest satisfaction systems and ensure that the customer satisfaction targets are communicated to all departments and are met or exceeded consistently. • Ensure that all guest related issues are resolved in a manner consistent with the group standards.



	<p><u>Sales and Marketing</u></p> <ul style="list-style-type: none"> • In conjunction with the Regional Sales Manager, maximize revenue by developing and monitoring the annual sales, marketing and revenue management plans, and participating in appropriate sales and marketing efforts. • Oversee the sales and marketing activities on the property. <p><u>People Management</u></p> <ul style="list-style-type: none"> • Manage and oversee HR initiatives, including the recruitment, induction, remuneration, development, succession and training of all staff according to business demands and relevant policies and procedures. • Ensure compliance to relevant legislation: including BCEA, LRA, EE Act. 	
	MINIMUM REQUIREMENTS	COMPETENCIES
	<ul style="list-style-type: none"> • Matric / Grade 12 or equivalent • Hospitality/Tourism /business related tertiary qualification at NQF level 6 would be an advantage • Minimum 5 years functional management experience (HOD or AGM) in a hospitality or related environment 	<ul style="list-style-type: none"> • Business Acumen • Leadership Skills • Customer Orientation • Team Work & Cooperation • Results Orientated • Planning & Organising • Innovation • Sound Business Communication Skills • Ability to work under pressure • Learning Orientation
<p>Please take note of the following before applying:</p> <ul style="list-style-type: none"> • Do not send your CV / apply if you do not meet the minimum requirements • Transferring will have to be negotiated with your current manager • Only candidates that meet the above requirements will be contacted should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful. • Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan <p>Please send your updated CV to nando.legasa@aha.co.za on or before the 05th May 2022.</p>		