

JOB BRIEF – HOTEL MANAGER

The Phoenicia, Malta is a landmark on this exquisite island. Located just outside the imposing historic city walls of Valletta, this hotel has been an icon of hospitality for generations. A long-standing tradition of being the grand hotel of the island, set in acres of blooming gardens and offering outstanding service, have been key ingredients of the hotel's success.

The Phoenicia closed in 2016 for an extensive renovation and restoration, reopening in April 2017, as part of Campbell Gray Hotels and becoming a member of *Leading Hotel of the World*. With its 136 bedrooms, this 5* hotel has extensive gardens overlooking Marsamxett Harbour, extensive banquet and meeting spaces, mixed food and beverage venues and an impressive pool deck with bar and restaurant. Continued expansion includes a world class spa and additional rooms and suites.

We are seeking to recruit an exceptional Hotel Manager, who is a professional leader, able to achieve individual and team goals through teamwork and passion. This outstanding individual will focus on exceeding both CGH service and hotel standards. The Hotel Manager will assist the General Manager in managing the daily operations and driving commercial success.

KEY RESPONSIBILITIES

The Hotel Manager is key to ensuring all departments deliver individual service and departmental standards and KPIs.

The Hotel Manager will:

- Possess a solid knowledge of Food & Beverage Operations as well as a good working knowledge of Rooms Division;
- Possess a passion for food and wine that is combined with a strong sense of ethical trading, food provenance and sourcing of products;
- Be able to read the market and identify emerging trends;
- Be a natural team builder who can bring energy and enthusiasm to the role. A warm and personable approach will be essential in delivering exceptional service to both guests and staff;
- Possess experience and an interest in sustainable/environmentally friendly approaches to business is a distinct asset whilst remaining focused on serving the needs of guests in the luxury hotel market.

- Instill a culture of exceptional customer service within departments.
- Work with the General Manager and the Finance team in setting and managing departmental budgets, completing reviews or forecasts on a regular basis. Planning, forecasting and monitoring all departmental budget needs, managing payroll costs effectively
- Ensure health, safety and sanitation requirements are in compliance with the Ministry of Health and any government agencies, such as the Fire Department.
- Plan and administer a training and development programme within the departments which will provide well-trained employees at all levels and permit advancement for those persons qualified and interested in career development.
- Ensure compliance of Campbell Gray Hotels standards, operating procedures and policies. Develop and implement operating standards, policies and procedures to be followed by the management team;
- Ensure that operations are running smoothly, maintaining the highest standards of quality, guest service, cost control and consistency in accordance with Campbell Gray Hotels expectations;

COMPETENCIES AND EXPERIENCE REQUIRED

- Communication skills - able to communicate clearly and effectively with staff, colleagues, superiors and suppliers. Open to listening to and understanding the other person's point of view, giving and obtaining constructive feedback. Assertiveness is the key point;
- Team leader and builder - able to create a good climate within the team and to foster motivation and positivity. He/she is a team player, should be able to acknowledge the hard work of the existing teams and build on this, acting as a role model;
- Results focused - able to give smart objectives to the teams within the managed departments and to pursue personal, team and company goals focused on the standards, policies and professional ethics of Campbell Gray Hotels.
- Flexibility - able to effectively adjust to major changes in work tasks or work environment and willing to lead his/her team to welcome and promote change; Detail-conscious with an ability to work well both in a team and alone;
- Creativity - able to look beyond and to formulate new ideas. He/she has a global perspective and embraces diversity. His/her passion and curiosity drive to self and team development;

- Strong professional ethic – the Hotel Manager is aware of the Company philosophy of always operating with the highest level of integrity, maintaining the highest level of work ethic towards guests, colleagues, the community and the Company;
- Broad knowledge of the local market;
- Previous experience as team leader; Eloquent, sharp, dynamic and a good communicator;
- A feel for luxury with personal flair and a sense of style;
- A strong operator with excellent organizational skills;
- Excellent knowledge of English;
- Working knowledge of Microsoft Office package.

FURTHER REQUIREMENTS

5 years, or more, in a senior management position in a 5* hotel.

Interested and qualified candidates should send a detailed and updated copy of their Curriculum Vitae to dfalzon@campbellgrayhotels.com