

## JOB BRIEF – HOTEL MANAGER

The Phoenicia, a landmark with its exquisite location just outside the imposing city walls of Valletta, has been an icon of hospitality on the island of Malta for generations. A long-standing tradition of being the grand hotel of the island, its blooming gardens, outstanding service and Mediterranean roots have been the key ingredients of high-end but yet friendly hospitality.

The Phoenicia reopened its doors after extensive renovation and restoration in April 2017 as part of Campbell Gray Hotels and a member of *Leading Hotel of the World*. With its 136 bedrooms, this 5\* hotel has extensive gardens overlooking Marsamxett Harbour, banqueting spaces and a unique infinity pool with bar and restaurant. Continued future expansion will see the addition of a world class spa and additional rooms and suites.

We are now seeking to recruit an exceptional Hotel Manager, who is a professional leader, able to achieve individual and team goals through teamwork and passion where the guest is the focal point. This outstanding individual will focus on exceeding both CGH and LQA service standards and will assist the General Manager in managing the daily operations, ensuring delivery of exquisite service to our guests and driving commercial performance.

### KEY RESPONSIBILITIES

The Hotel Manager is key to ensuring guest services within the departments are delivered according to Campbell Gray Hotels service standards as well as achieving departmental goals, in terms of guest satisfaction, financial targets, employee continuous training and exceptional engagement.

The Hotel Manager will:

- Possess a solid knowledge of hotel operations as well as a good working knowledge of Food & Beverage;
- A proven track record of consistently delivering on quality standards (LQA or similar);
- 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 program 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 focusing on the Campbell Gray Hotels standards, policies and professional ethic;
- 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 organisational skills;
- Excellent knowledge of English;
- Good working knowledge of Opera Hotel Management system or similar.

#### FURTHER REQUIREMENTS

Prior experience (at least 5 years) in a similar position (Hotel Manager, EAM or Director of Operations in 5\* hotels. Experience in another LHW property preferred.

Interested and qualified candidates should send a detailed and updated copy of their Curriculum to [dfalzon@campbellgrayhotels.com](mailto:dfalzon@campbellgrayhotels.com)