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## Quorn Grange Hotel

<b>Job Title:</b>	Hotel General Manager	<b>Job Category:</b>	Senior Manager
<b>Department/Group:</b>	Quorn Grange Hotel	<b>Job Code/ Req#:</b>	QGHGM
<b>Location:</b>	Wood Lane, Quorn, Leicestershire	<b>Travel Required:</b>	Limited including client visits, exhibitions, business meetings, expenses covered.
<b>Level/Salary Range:</b>	To be negotiated. Attractive package.	<b>Position Type:</b>	Full Time
<b>Informal pre application contact:</b>	Doug Nicholls, doug@gftu.org.uk	<b>Date Posted:</b>	30 <sup>th</sup> May 2020
<b>Will Train Applicant(s):</b>	N/A	<b>Advert posting expires:</b>	6 <sup>th</sup> July 2020
<b>External Posting URL:</b>			
<b>Internal Posting URL:</b>	Hotel web site		
<b>Applications Accepted By:</b>			
<b>EMAIL:</b> Email: Doug@gftu.org.uk Subject Line: General Manager		<b>MAIL:</b> Email applications only.	
<b>Job Summary</b>			
Full operational responsibility for Quorn Grange Hotel and its staff, including P&L			
<b>KEY RESPONSIBILITIES</b>			
<p>Finance</p> <ul style="list-style-type: none"> <li>• Set Hotel's annual budget in consultation and approval of GFTUET Trading Company Board (The Board)</li> <li>• Manage the Hotel's budgets and financial plans, control all hotel expenditure, and produce monthly updates for The Board</li> <li>• Develop departmental budgets with the senior team to improve their financial acumen and to ensure accountability</li> <li>• Develop market and revenue management strategies, that are aligned to the hotel budget, to ensure sales targets are achieved</li> </ul> <p>Sales and Marketing</p> <ul style="list-style-type: none"> <li>• Set and manage the sales targets for all areas of the business, inc but not limited to accommodation, weddings, events, conference, food and beverage areas.</li> <li>• Provide analysis of sales activity inc conversion statistics and pipeline business to The Board on a monthly basis.</li> <li>• Develop a rolling annual marketing plan to ensure that all sales targets are achieved, and potential opportunities are not missed.</li> <li>• Evaluate all marketing opportunities to ensure fair return on investment</li> </ul>			



Customer Service

- Develop a culture of continuous improvement of hotel services and standards by encouraging, monitoring, and evaluating customer feedback and implementing corrective action as and when necessary
- Ensure all customer complaints are dealt with in a prompt and professional manner
- Ensure that the hotel operates at a professional level, 7days a week, 24 hours a day

Human Resources

- Ensure all personnel are employed to UK standards and relevant paperwork is available
- Develop and manage a training programme for the hotel inc part time and casual staff to ensure continuous development.
- Manage any staff grievances and disciplinary issues in a timely and professional manner to the standards laid down by the GFTU

Estates

- Ensure hotel is compliant with the licensing laws, health and safety, and any other statutory regulations appertaining to the hotel
- Ensure that the hotel is maintained to a highest standard, making proposals for improvements to The Board

**QUALIFICATIONS, EDUCATION AND EXPERIENCE REQUIRED**

Educated to HND, Degree or equivalent  
General management experience in a 3/4 \* 50+ bedroom hotel  
Numerical dexterity

**PREFERRED SKILLS**

Attention to detail  
Good IT skills in particularly excel/numbers

**ADDITIONAL NOTES**

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time