



ហ្វារមហាស រេស៊ូត និងស្ប៉ា  
BY SMILING GECKO



## GENERAL MANAGER JOB DESCRIPTION

### SUMMARY

Oversees all aspects of Property Management, including maximization of financial performance, guest satisfaction, and staff development within established quality standards. Responsible for the hiring, training and discipline of all hotel staff.

### QUALIFICATIONS

To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and have a good attendance record, and have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise all departments and ensure a high quality of performance.
- Creates an operating environment that assures consistent guest satisfaction.
- Monitors the performance of the hotel through verification and analysis of guest satisfaction systems and financial reports. Initiates corrective action.
- Maintains product and service quality standards by conducting ongoing evaluations and investigating complaints. Initiates corrective action.
- Develops accurate and aggressive long and short-range financial objectives.
- Prepares financial reports for management that clearly explain operational effectiveness, trends and variances.
- Establishes and maintains a pro-active human resource function to ensure employee motivation, training and development, wage and benefits administration, and compliance with established labor regulations.
- Maintains an appropriate level of community public affairs involvement.
- Establishes and maintains applicable preventive maintenance programs to protect the physical assets of the hotel.
- Implements and maintains effective open-door communication system that crosses departmental lines in order to reach all employees.
- Understands the government regulations affecting hotel's operations, ensuring hotel is operated in compliance with all applicable laws, ordinances, regulations, and requirements of any federal, state or municipal authority.
- Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Be accountable for responsibilities of department heads and take ownership of all guest complaints.

### SUPERVISORY RESPONSIBILITIES

Typically, directly supervises all employees at the hotel, including all department heads. Indirectly supervises all hotel personnel. Carries out supervisory responsibilities in accordance with the Company's policies and applicable laws. Responsibilities include recruiting, interviewing, hiring, and training employees, planning, assigning, and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.



## ”GENERAL MANAGER’S STANDARD OPERATING PROCEDURES”

These Standard Operating Procedures are NOT ALL INCLUSIVE, and they may be amended from time to time.

- RECEPTION PRESENCE

The General Managers must be physically present in the reception on each work day for a period of time, especially during check in/out.

- INSPECTIONS

The General Manager should conduct inspection tours of the hotel (inside and out) on a daily basis.

- DAILY REPORTS

The General Manager is required to send a daily reports focusing on hotel performance and guest satisfaction to the DOO and CEO.

- YIELD SYSTEMS

On a daily basis, the General Manager is required to review the hotel’s rates and availability data as contained in Ezee Reservation and Ezee Absolut.

- WEEKLY OPERATIONS MEETING

The General Manager must join the weekly operations meeting with the company’s Operation Management to review the actual week’s business, forecast and scheduling, upcoming events, and FH updates. These weekly meetings will be planned in advance.

- INTERNAL FINANCIAL CONTROLS

The General Manager is required to adhere to, and maintain, SGC policies related to internal financial controls as presented in the Accounting Procedures. These controls include primary responsibility for the safeguarding of cash and Hotel revenues.

- COMMUNICATIONS WITH GUESTS

The Farmhouse Resort & Spa philosophy is to ensure that all dissatisfied guests are favourably impressed by the Company’s concern for their dissatisfaction. Naturally, the avoidance of complaints must be management’s first concern. Management and employees must be trained in handling guest dissatisfaction and rectifying any environment for dissatisfaction before it is expressed in the form of a formal complaint. Action is to be taken as soon as possible to try to ensure guest satisfaction. Letters received from guests complaining or complimenting the hotel’s facilities must be answered within 3 days of receipt. If a complaint investigation should take place, corrective action should be taken to eliminate future reoccurrence. No response should ever “Admit Error” or “Admit Liability”. The response should acknowledge the complaint, express concern, and apologize for the inconvenience.

- DINNER TIME PRESENCE

The General Manager must be physically present at the restaurant during dinner each work day for a period of time to welcome the guest.

**IMPORTANT NOTE: Essential functions of this job are described under the headings above. The job requirements and features are subject to change from time to time due to the then-current needs and requirements of the Company and/or the hotel.**

Farmhouse Resort & Spa  
Samaki Meanchey District  
Kampong Chhnang Province  
Cambodia