

## Deputy General Manager

The Great National South Court Hotel is seeking to recruit an exceptional person who can inspire teams to deliver excellent customer service and show a passion for the hospitality industry. As Deputy General Manager you will have a strong background in Food and Beverage and readily take responsibility for the day- to- day Hotel operation.

### Key areas of Responsibility will include:

- **Financial:** To have a thorough knowledge of agreed Hotel budgets, sales, costs and forecasting and along with the General Manager strive to deliver sales targets while actively monitoring expenditure and costs.
- **Operations:** To regularly review the Hotel operations in line with agreed standards of operations, with particular emphasis on Food and Beverage.
- **Customer care:** To act as a champion for our guests by devising, implementing and monitoring various customer service initiatives.
- **People management:** To stimulate a positive working environment throughout all the departments so that all team members are aware of the contribution they make to the Hotel.
- **Training:** To carry out a regular review of departmental training needs in conjunction with departmental managers and to ensure each team member has been trained in accordance with Hotel standards.
- **Health & Safety:** To ensure the Hotel complies with all H & S legislation.

### The ideal candidate will have

- Minimum of 3 years experience in a Senior Management role in a similar environment.
- Proven leadership skills and be able to demonstrate how he/she successfully managed teams in previous roles.
- Demonstrate a strong food and beverage experience and a passion for new food experiences and trends.
- Be passionate about promoting and providing excellent guest service in all areas of the hotel.
- Excellent Financial Management skills
- A positive outlook and a can do attitude.
- Strong communications and negotiations skills.

Strong

Applicants should e-mail their CV's along with a covering note to [kathryn.shannon@southcourthotel.com](mailto:kathryn.shannon@southcourthotel.com)  
Great National South Court Hotel is an equal opportunities employer.

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