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<u>Title:</u>	Hotel General Manager
<u>Department:</u>	Executive Office
<u>Hierarchy:</u>	Reporting to Corporate Officers: Area-VP / MD / CEO
<u>Direct Subordinates:</u>	All Hotel Department Heads Executive Office Sec.
<u>Indirect Subordinates:</u>	All Hotel Staff members.
<u>Category:</u>	Ex 1
<u>Scope:</u>	

- To ensure the overall satisfaction of all hotel guests and staff members, and to follow and ensure a strict compliance of all XYZ Hotels & Resorts Operating Policies and Procedures are implemented and maintained in all departments.
- To implement measures and actions required to achieve and fulfill the hotel commercial targets (Budget)
- To communicate regularly according to Policy to Corporate Officers regarding the hotel progress and performance.
- To maintain a professional business relationship with the Hotel Owner (Ownco) and to notify the Corporate Officers whenever the need arises of any communication or requests made by the Hotel Owner (Ownco).
- To be professional and diplomatic in dealing with situations involving any aspect of the Hotel and XYZ Hotels & Resorts, where the reputation or image of the hotel or XYZ is represented outside of the hotel or in media.
- To greet hotel guests and to visit frequently all hotel operating departments


Responsibilities and Obligations:

Budgeting and Cost Control:

- To complete in close conjunction with the Corporate Office and each Head of Department the annual hotel operating budget and strategic objectives necessary to achieve the desired market positioning and market share of the hotel, and to review the hotel commercial performance on a monthly basis with all department heads.
- To monitor all costs and recommend/institute measures to control them in accordance with the annual budgets.
- To set and control the staff remuneration and any incentive schemes for Employees.
- To ensure that the Hotels operational budget is in line and that all costs are strictly controlled.

Operational:

- To ensure an effective internal daily communication is implemented and maintained according to Policy.

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- To visit daily all guest areas (Restaurants, Lobby etc) and to ensure a high level of service is provided to all guests.
- To frequently visit each operating department and back-of-house and ensure staff satisfaction is achieved.
- To ensure that the hotel building and premises are always well maintained and serviced, and the Corporate Office is notified immediately of any irregularities or potential hazards or dangers.
- To greet and welcome regular and VIP guests and on occasion to regularly entertain guests.
- To ensure that daily 24/7 overall security of the hotel premises, its guests and all employees
- To implement and maintain the Daily Briefing, Fortnightly Department Head Meeting, Monthly Commercial Results Meeting, and submit copies of Minutes to Corporate Office.
- To complete MPDR evaluations for all direct subordinates.
- To ensure an effective leadership and control is always available at the hotel, also in his absence.


Sales and Marketing:

- To represent the Hotel and Bavaria in the destination where the hotel is located.
- To ensure compliance of the XYZ Hotels & Resorts identity and Branding guidelines is always maintained.
- To identify market needs and new opportunities both within the hotel and the local market, and implement strategies and actions accordingly.
- To monitor and analyze the activities and trends of competitor hotels, and to apply positive practices into the daily operation.
- To maintain a close liaison with travel agencies, as well as local business groups and airlines, in order to increase business.
- To plan and implement effective up selling activities at all POS to ensure maximum revenue.
- To complete sales calls and attend promotional functions as appropriate in and outside the hotel
- To entertain regular and potential clients/partners.
- To ensure regular “happenings” and “events” at the hotel are documented and issued to all local and regional media.

Administration:

- To maintain all hotel records and forms as prescribed by the local law for management practice and XYZ Hotels & Resorts policies and procedures.
- To ensure that all departmental reports and correspondence are completed punctually and accurately.
- To implement and ensure strict non-disclosure of confidential information, provided by corporate office unless instructed to do otherwise.
- To ensure full compliance with the Company Operating procedures and policies.
- To notify the Corporate Officer of any breach of the Management Agreement terms and conditions by the owner (Ownco)

Employee Handling:

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- To assist in the building of an efficient team of employees by taking an active interest in their welfare, safety, training and development.
- To ensure that each Head of Department plans and implements effective training programs for their respective employees in conjunction with the Training Manager and Department Trainees.
- To meet with Departmental Trainers and the Training Manager to discuss training requirements and corrective measurements.
- To ensure that each Head of Department maximizes productivity and morale within their respective department, and they consistently maintain discipline, following hotel guidelines and local legislation.
- To conduct Head of Departments' Performance Appraisal to review their progress, discuss existing performance and areas for improvement.
- To interview and approve the appointment of all potential employees working under him in liaison with the HR department.
- To ensure induction and training is implemented according to Policy and Procedure.

General:

- To assume special tasks or duties which may be assigned due to extraordinary circumstances by the Corporate Officer
- To always abide and comply by the local laws and to respect the local traditions.

Security, Safety and Health:

- Maintains high confidentiality in regards to guest privacy.
- Reports any suspicious behavior of guests and staff to the General Manager and Security.
- Notifies housekeeper regarding lost and found objects.
- Ensures that all potential and real hazards are reported appropriately immediately.
- Fully understands the hotel's fire, emergency, and bomb procedures.
- Follows emergency procedures to provide for the security and safety of guests and employees.
- Works in a safe manner that does not harm or injure self or others.
- Anticipates possible and probable hazards and conditions and notifies the Manager.
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.


Competencies:

- 5 Years Operational experience as EAM Rooms and/or F&B
- English plus another 2nd language.
- Acquainted with current PMS software and market practices.

Interrelations:

- All other department Heads, Corporate Officers, hotel owner, media

Work Conditions: Irregular hours with extra time frequently.

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Date : _____

Reviewed By : _____

Approved By : _____

I _____ understand and agree to the above Job Description and that as a Policy of XYZ Hotels & Resorts, it is the responsibility of all Employees, to be both willing to teach, in order to help colleagues reach their full potential and willing and accepting to learn, in order to progress and improve personal abilities, resulting in maximum guest satisfaction.

Employee Signature

Date