



## **JOB VACANCY**

### **Company Profile**

#### **A LUXURIOUS LIFESTYLE HOTEL IN RWANDA**

A luxury hotel near the northern entrance of Akagera National Park, Rwanda.

With its variety of offerings, EPIC Hotel and Suites has something for everyone and the ultimate family adventure holiday destination. EPIC Hotel has 77 well-appointed rooms and exceptional business facilities which include a conference Centre and a banqueting venue catering to local and international clientele. EPIC Hotel has a fantastic children's playroom, and the entire family can enjoy a serene pool area with an adult and kiddie's pool, two floodlit tennis courts, a basketball court, and large family rooms. Situated in the Eastern Province district of Nyagatare, EPIC Hotel gives you access to traditional Rwandese dairy farms where you can join in the work and learn in a fun way. The guest areas are modern and spacious and include a swanky bar, fitness centre, beauty salon, spa, sauna and restaurant.

EPIC Hotel and Suites employs in excess of 105 staff the vast majority of whom are Rwandese. It contributes significantly to the local and wider economy through employment and using local suppliers of goods and services. It is developing local and international tourism by promoting cultural and adventure tourism in the Eastern Province; In partnership with other stakeholders, EPIC Hotel offers a variety of local tourism activities including but not limited to the Liberation trail (based on the history of the country's liberation), mountain biking, visit Nyagatare,...

Mantis EPIC Hotel and Suites is owned by the Eastern Province Investments Corporation (EPIC Ltd) which is a public private Partnership investment represented by a board of directors. It is managed by Mantis Hotels part of the Accor group. Accor operates in more than 100 countries, with more than 4,800 hotels and 280,000 employees worldwide.

MANTIS EPIC HOTEL would like to hire the right & competent candidates to fill the following vacant positions:



## **OPERATIONS MANAGER (01),**

### **JOB DESCRIPTION**

**POSITION:** Operations Manager

**REPORTS TO:** General Manager

---

### **PRIMARY OBJECTIVE OF POSITION**

Under the general guidance of the General Manager assess, evaluate and ensure that long term and short term goals of all Hotel Operations are met. To direct and manage all Front office and Hotel operations to achieve sales and profitability and quality goals by developing and executing market strategies, controlling costs and providing quality service and product to the customers. To work closely with the General Manager and the other Managers to shape and implement the future strategy for the Hotel To challenge current operations and develop proposals for new concepts All work will be in line with the hotel's guidelines and business plan providing leadership to all heads of department and staff in absence of the General Manager.

---

### **TASKS, DUTIES AND RESPONSIBILITIES**

#### **ASSESS, EVALUATE AND ENSURE GOALS OF ROOMS DIVISION ARE MET**

- Develops, implements and evaluates the hotel's marketing plan, general business plan, hotel budget and objectives programme to ensure optimum guest satisfaction, sales maximisation and profitability on an ongoing basis
- Monitors present and future trends, practices and systems in the hotel industry to determine and ensure that Rooms Division is competitive in the market place
- Conducts weekly inspections of hotel property and FF&E to ensure it is kept in the best condition, and recommends preventive maintenance to the General Manager where needed
- Participates in development of recognition programmes for staff, advertising and promotional programs and campaigns to increase market awareness and penetration
- Randomly inspects all Housekeeping's areas on a daily basis to ensure furnishing, facilities and equipment are clean, well maintained and replaced if necessary
- Brings major needs for repair to the attention of the General Manager
- Checks the arrival list, conference guest list, and VIP list to ensure that Department Heads and the General Manager recognises VIP's and special guests



- Is proficient in all Front Office and Housekeeping procedures to be a resource when needed
- Challenges employees within department to achieve optimum yield management, occupancy and average room rate to maximise room revenue
- Controls and analyses departmental costs on an ongoing basis; takes action to control negative deviation
- Monitors Front Office activities regarding discounts, billing instructions, and compliance with hotel credit policies
- Analyses the rate variance report to ensure proper room rate and revenue control
- Analyses credit check report daily for possible doubtful accounts
- Plans and co-ordinates in-house activities with Director of Sales and Revenue Manager
- Develops package plans together with Director of Sales, Food & Beverage Manager, and Revenue Manager

#### **DIRECT AND MANAGE DEPARTMENT HEADS TO ACHIEVE DIVISION'S GOALS**

- Utilises leadership skills and motivation to maximise employee productivity and satisfaction
- Monitors hotel's overall service and team work daily, and makes recommendations for improvement to Department Heads
- Selects and develops strategies to improve guest service and efficiency
- Analyses financial reports relating to division, and takes corrective action and follow-up
- Achieves goals for REVPAR and "willingness to return" by developing and implementing strategies to increase sales and average rate
- Assists in the development of the hotel's annual marketing plan, by developing strategies to increase sales in division

#### **LAWS, REGULATIONS AND POLICIES**

- Monitors and makes sure Rooms Division follows all applicable laws
- Monitors purchasing practices within division to ensure maximum quality to lowest possible price
- Monitors and ensures highest levels of guest satisfaction by providing quality guest services and amenities within corporate standards

#### **HUMAN RESOURCES MANAGEMENT**

- Screens, interviews and selects potential Department Heads and Supervisors for the division
- Assists Department Heads in the selection process
- Develops and recommends appropriate training to meet guest needs





- Checks that staff meets and exceeds guest expectations by training and encouraging staff to provide Highly professional service
- Identifies training needs
- Makes sure staff receives skills training to provide consistent, reliable service
- Encourages, develops and manages effective employee relations throughout the hotel
- Assists the Front Office Manager and Executive Housekeeper to assess training needs and develop their departmental training plans
- Identifies employees with potential for promotion and/or transfer and makes appropriate development plans for him or her together with the Human Resources Manager
- Conducts and guides Department Heads, and works closely with the Human Resources Manager on the following Human Resources related tasks:
  - Performance appraisals
  - Coaching
  - Counselling
  - Discipline and grievance
  - Employee relations
  - Wage and salary administration
  - Compensation and benefits
  - Succession planning

#### **EMPLOYEE RELATIONS**

- Social Responsible Business: show involvement and be interested in environmental and/or social issues by participating in social Responsible Business hotel and departmental activities
- Fosters and develops effective employee relations throughout the hotel
- Establishes and maintains effective internal communications, including weekly meetings with own Department Heads and Supervisors, to ensure optimum team work and productivity
- Conducts monthly departmental meetings with all Front Office and Housekeeping staff present
- Looks for ways to motivate and challenge employees

#### **HEALTH AND SAFETY**

- Ensures that all potential and real hazards are reported and reduced immediately
- Fully understands the hotel's fire, emergency, and bomb procedures
- Ensures that emergency procedures are practised and enforced to provide for the security and safety of guests and employees
- Ensures that all employees within the division work in a safe manner that does not harm or injure self or others
- Stimulates and encourages a general awareness of health and safety in tasks and activities managed within the division



- Ensures the safety of the people and property within the premises by applying hotel regulations, adhering to existing laws and regulations
- Anticipates possible and probable hazards and conditions and either corrects them or takes action to prevent them from happening
- Ensures that the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct is maintained by all employees in the division

## MISCELLANEOUS

- Attends meetings and training required by the General Manager
- Assists colleagues to perform similar or related jobs when necessary
- Ensures guest satisfaction by attending to their requests and inquires courteously and efficiently
- Accepts flexible work schedule necessary for uninterrupted service to hotel guests
- Maintains own working area, materials and company property clean, tidy and in good shape; reports defective materials and equipment to General Manager
- Continuously seeks to endeavour and improve the division's efficient operation, and knowledge of the job function
- Is well updated on, and possesses solid knowledge of the following:
  - Hotel fire, bomb and emergency procedures
  - Hotel health and safety policies and procedures
  - Hotel facilities and nearby sights of interest and importance (i.e. hospitals, stations, tourist sights)
  - Hotel standards of operation and departmental procedures
  - Current licensing relating to own Division and hotel
  - Accepted methods of payment by the hotel
  - Short and long term hotel as well as Corporate marketing and promotional programs
  - Corporate clients and clients generating high business volume
  - Union agreements
- 

## QUALIFICATIONS

- Master's degree required in a related field such as Business Administration & Management, Hospitality Management, Front office Management with a minimum 4 years operations management in a busy environment. Prior Hotel experience is an added advantage.
- Bachelor's degree required in a related field such Business Administration & Management, Hospitality Management, and Front office Management with a minimum 7 years operations management in a busy environment. Prior Hotel experience is an added advantage.



### **SALARY/BENEFITS**

Mantis EPIC Hotel offers a competitive salary in line with the industry salary range, based on experience and education as well as a comprehensive benefits package.

### **TO APPLY:**

Please send the following documents to [hr@epichotelsuites.com](mailto:hr@epichotelsuites.com) or submit the hard copy applications at the Hotel service gate.

- Cover letter
- Resume
- Academic papers (the successful candidate will be required to submit notarized copies)
- Service certificates proving the work experience
- 3 professional references

All attachments should be in Word or PDF form. No phone calls, please.

This position will remain posted until filled.

Mantis EPIC Hotel is an equal employment opportunity employer

### **Note:**

- Applicants must meet the minimum requirements in terms of qualifications.
- Successful candidates will be required to submit a criminal record
- Expected starting is as soon as possible

Interested candidates should submit their applications in English not later than **27<sup>th</sup> February 2023 at 05.00 pm.**

Done at Nyagatare, on the 10<sup>th</sup> February 2023

**Mr IAN M.WILLIAMS**

**General Manager**