

JOB OPENING

Job title:	General Manager	Employment status:	Full time
Department:	Executive Office	Job Location:	Hoi An
Report to:	Managing Director of the Group	Direct report from:	Executive Assistant Manager, Head of Departments

ABOUT THIEN MINH GROUP

This is an exciting opportunity for you to join one of the most successful services providing groups in Asia. Founded in 1994 and headquartered in Vietnam, TMG is one of the leading integrated travel and hospitality groups based in Southeast Asia. The Group brings approximately 600,000 tourists to the region serving a broad range of budget to high-end travelers and hosts over 200,000 hotel guests annually. TMG offers a one-stop solution for travelers in the Southeast Asia region, providing touring activities, accommodation, cruises, transfers and transport as well as travel agency services.

Over its 20 years of operations, TMG has grown tremendously from a boutique adventure tour operator in Vietnam under a single Buffalo Tours brand to an integrated travel group in Southeast Asia with 4 main business lines: Travel (operating tours and transportation services), Hospitality (owning and operating hotels), Online (iVIVU.com website for online hotel booking), and Aviation (Hai Au Aviation seaplane & chartered flight services).

PRINCIPAL RESPONSIBILITIES

TMG is looking for the General Manager for the 5-star hotel in Hoi An, Quang Nam who will be responsible for the entire hotel operations. His/her scope of responsibilities covers the following areas:

- Adherence to standards of product and service.
- Day-to-day staff management and guests.
- Financial results (revenues, cost of sales, payroll & related expenses, other expenses, departmental incomes, gross operating income (if notified), cash flow, new & replacement investments).
- Cooperation with the Group Director of Sales & Marketing on building and implementing the Sales and Marketing strategy.
- Management of hotel's administration, legal and human resources.
- Other duties and responsibilities which may assigned by the Managing Director of the Group

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JOB SPECIFICATIONS

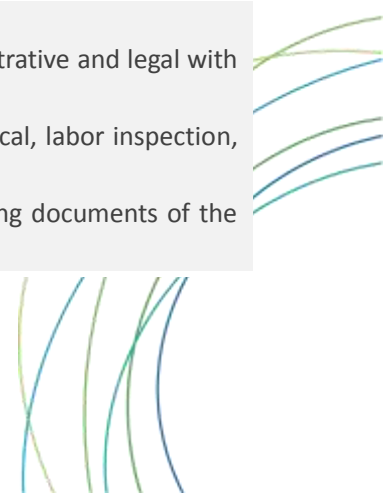
Accountabilities	Responsibilities
<p>Technical responsibilities:</p>	<ul style="list-style-type: none"> • Be responsible for the quality of the product. • Control hotel technique applications by the staff. • Have the staff adhere to the product spirit and follows up. • Choose the suppliers. • Keep in proper shape all permanent assets of the hotel by a regular maintenance program and the forecast of investments described in the budget and submitted to the Managing Director. • Keep in perfect functioning shape all equipment by establishing a preventive maintenance program. • Be responsible for the application of security and maintenance policies. • Look into decoration aspects of the hotel in order to create a pleasant atmosphere for the customers keeping in mind the product spirit and in coordination with the advice services of the technical management. • Be responsible for the application of the inspection norms established by the Head Office. • Establish the operating budget and financial forecast which he/she negotiates with his/ her Managing Director. • Optimize the operating profit by permanent control of every account of the statement. • Specially care towards the cash flow by keeping the account receivable as low as possible as well as a minimum stock. • Propose each year an investment program and justifies his/her options.
<p>Commercial responsibilities</p>	<ul style="list-style-type: none"> • Be responsible for the sales prices policy. • Develop the business potential which he/she can do with the help of the regional sales department and define the targets. • Establish and propose to the Head Office a marketing plan. See that it is enforced. • In cooperation with the Director of Sales & Marketing, elaborates sales & marketing strategies. • Be the public relation of the Group in the local market. • Do the commercial correspondence and answers the written complaints and inform the Managing Director. • Be responsible for the guest's reception; guest satisfaction and play an important part in it.
<p>Administrative and legal responsibilities:</p>	<ul style="list-style-type: none"> • Provide in due course all legal and internal documents. • Be responsible for the proper maintenance of all administrative and legal with the JV partner. • Be responsible of documents (books, staff, salaries, medical, labor inspection, security controls, foreign manpower...). • Be responsible for submitting in due course all accounting documents of the hotel. They should be accurate and properly kept.

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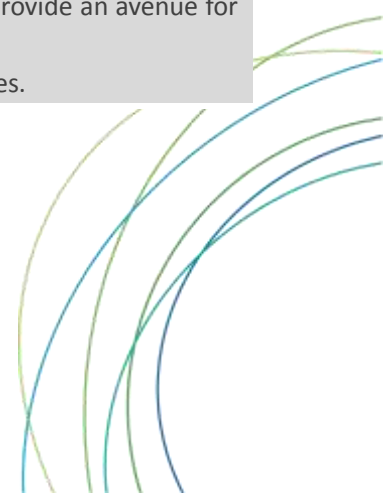
	<ul style="list-style-type: none"> • Be responsible for the application of laws on the fields of process, human being security and safety, labor, protection of customers, etc. • Be responsible for maintaining all administrative procedures enforced by the General Management.
<p>Human resource responsibilities</p>	<ul style="list-style-type: none"> • Be responsible for the staff turnover planning, recruitment of head of departments and all the employees of the hotel with the advice of the head of departments. • Be in charge of the evolution of the career of his/her subordinates. • Define job descriptions and set goals to each head of department. • Be responsible for adhering to the salaries policies set on a regional basis. • Decide rewards, sanctions and dismissals with the approval of Trade Union and JV. • Organize appraisal and assessment meetings with the head of departments • Ensure that the information flow reaches all levels of hierarchy quantitatively and qualitatively. • Organize regularly staff information meetings during which everybody can talk. • Look carefully into the good coordination between all departments. • Develop creativity and participation among his/her team. • Represent the Thien Minh Group – Hospitality and Thien Minh Group by his/her overall attitude towards customers and staff. • Set objectives and monitor key performance indicators regarding, Rehabilitation and Environmental performance. • Be responsible for the safety of employees, contractors & guests. • Ensure that the safety policy and procedures are effectively communicated to all employees and contractors. • Ensure induction and departmental or job specific training is provided for all employees • Ensure that safety procedures and other safety information is complied with. • Ensure that safety issues are resolved in consultation with employees. • Ensure induction and department or job specific training is provided for all employees, contractors and volunteers. • Ensure that Department Safety Procedures and other safety information are prepared and complied with. • Ensure that Department safety plans are developed in consultation with employees. • Take responsibilities of Occupational Health & Safety Committee members are defined by legislation and in particular their role is to monitor the Occupational Health & Safety Management System and provide an avenue for consultation and resolution of safety issues. • Organizational accountabilities reflect these responsibilities.

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PERSON SPECIFICATIONS

Knowledge

- Working experiences in a similar role for international hotel & resort brands
- University graduated in Hotel Management or related field
- Understanding of and working experience in Hospitality industry in Vietnam is a plus

Skills

- English skills: fluent both writing and speaking
- IT skills: Word, Excel, Power Point, Outlook
- Clear & effective communication
- Effective time management

Attitude

- **Sale-driven**
- High sense of responsibility
- Self-discipline
- Customer-centric and result oriented
- Can do attitude

WHAT WE OFFER

- Very competitive salary package with performance pay and annual bonus
- 20 days annual leave
- Employee benefit according to the company's policy

HOW TO APPLY

Should you be interested in this position, please send your CV to TMG Recruitment Team at jobs@tmggroup.vn

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