

General Manager

About us:

Camellia Hospitality Group is a management company based in Greenville, AL. We currently manage 6 hotels in the Alabama area with several projects in the works. As a full-service management company, we specialize in Operations, Revenue Management, Renovations, Development, Human Resources, Marketing, Risk Management, and more. With previous renovations and complete overhauls to operations, we have shown immense success through increased revenues in all our past and present projects.

Your day to day:

People

- Develop programs and initiatives to increase team engagement that are aligned with the hotel's service philosophy.
- Develop, implement, and monitor team member succession planning to ensure future bench strength.
- Establish performance and development goals for team members and provide mentoring, coaching and regular feedback to enhance performance.
- Oversee HR related actions in accordance with company rules and policies.

Guest Experience

- Demonstrate brand citizenship by maintaining compliance with all required brand and service standards.
- Drive improvement in guest satisfaction goals.
- Collaborate with colleagues and hotel team members to establish and implement services and programs that meet or exceed guest expectations.
- Speak to guests – ask for their feedback and build relationships.

Financial

- Prepare annual capital, cash flow and sales and marketing plans to accurately forecast budgets.
- Analyze financials to drive revenues, future profitability, and maximum return on investment.
- Use distribution channels and technology platforms to drive revenue and maximize market share.
- Lead capital plans and asset management initiatives, including working with owners to maintain or improve property's market leadership position.

What we need from you:

- Higher education qualification / equivalent in Hotel Administration and/or Business Administration
- Five to ten years of prior hotel management experience, or equivalent combination of education and experience
- Experience required may vary based on size and complexity of operation.

How do I deliver this?

We genuinely care about people, and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Camellia Hospitality Groups hotels.

Each hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests.
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay.
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs.
- **True Responsiveness:** is about providing guests with what they need and doing so in a timely and caring manner.

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing, and understanding people.

What we offer:

We offer our work family competitive pay, paid time off, holiday pay, and Hotel discounts. You will also get to be a part of a team that challenges, mentors, and encourages you during your career!

As a team, we work better together – we trust and support each other, we do the right thing, and we welcome different perspectives. You need to show us you care and that you notice the little things that make a difference to guests as well as always looking for ways to improve.