

# General Manager - The Vincent Hotel Group



Locatie

**Gelderland, Arnhem**<https://www.advertentieX.nl/x-1252094-z>

The Vincent Hotel Group's motto is "We create the experience behind our brands." This contains that we, together with our teams want to create unforgettable experiences for our guests and colleagues.

TVHG is an organisation which currently holds 11 hotels in its portfolio. The hotels all have a franchisecontract, with well-known hotelbrands; Holiday Inn, Holiday Inn Express and Hampton by Hilton. The TVHG office is located on the 8th floor of the Holiday Inn Express - Sloterdijk station.

Do you want to be part of a fresh and dynamic team, do you have the right setting, and do you want to be part of an organisation with full future perspective? Then send your motivation letter and resume to us via the application-button!

## Job Description

General Manager Holiday Inn Express Arnhem.

At Intercontinental Hotels Group, we own, operate and franchise more than 5000 hotels, offering close to half a million guest rooms in nearly 100 countries. By bringing your expertise and passion to any one of our brands, you will help us achieve our vision: to be the most preferred, admired and successful hotel company the world over.

We currently have a position available as a General Manager. This challenging position has overall

responsibility for managing the operations of the hotel to maximize profitability, ensure superior service and guest quality. Arnhem and a variety of alternatives for performance and development.

Arnhem Arnhem hotel has guest rooms and is located in the city centre, close to Arnhem Central Station. <https://www.advertentieX.nl/x-1252094-z>

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Inspires the team by living the brand, embracing brand standards, and encouraging them to do the same. Develops and oversees delivery of programs that drive improvements in team member engagement and are aligned with the hotel's brand service behaviors.

Drives high team performance by establishing clear performance goals and expectations, and being actively involved in direct reports' performance and development through direct feedback, coaching and training.

Ensures the team is properly trained and provided the tools and equipment needed.

Leads regular communication meetings to ensure the team is fully aware of the progress towards goals, and the latest in product, process and policies in addition to compliance requirements.

Meets regularly with owner and support team to review hotel performance, inform/influence regarding brand and IHG plans and collaborate on initiatives that drive brand performance and return investment to the owner.

#### GUEST EXPERIENCE:

Be the Brand Manager and role models the Holiday Inn Express brand behaviors.

Achieves and maintains Heartbeat metrics.

Ensures guest complaints are resolved appropriately and that appropriate service recovery/problem resolution process is in place.

Adheres to brand standards and ensures that product quality standards are met.

Demonstrates Brandhearted leadership by putting the brand at the center of all business decisions.

Interacts daily with guests to solicit feedback, builds relationships and brings the brand to life.

#### RESPONSIBLE BUSINESS:

Ensures a safe and secure environment by manages risk exposure to guests, colleagues, assets, etc. through developing a team that is fully trained on risk procedures/policies and fully compliant.

Achieves satisfactory results on internal audits and brand compliance

Achieves established Workers Compensation and safety compliance goals.

Develops and maintains rapport with key community contacts to ensure a visible presence in the local community.

Promotes and drives engagement in Green Engage and IHG Academy.

Serve as the primary public relations representative to optimize awareness of hotel and brand in local community.

#### FINANCIAL RETURNS:

Manages day-to-day operations and assignments of the hotel.

Meets or exceeds targets/metrics such as Gross Operating Profit (GOP) and flow through, Revenue Growth Index (RGI) and Revenue Per Available Room (RevPar).

Analyses staff productivity and implements adjustments to staffing, performance targets and resources in order to maximize results.

Works closely with Revenue Management and Sales & Marketing to analyze data and performance to

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identify key revenue drivers, anticipate opportunities/threats in the market and to effect timely changes to the business.

Understands the competitive set and leverages on Holiday Inn Express Schiphol unique selling points for a distinctive offering.

Drives the performance of financial and operational plans/budgets in addition to sales and marketing plans for the hotel which support the overall objectives of the corporation.

Develops and implements mid-term and long-term plans based on insights pertaining to the competitor set and the business environment.

Generates and executes the Capital Expenditure Plans (CAPEX) for capital improvements to enhance the assets of the company and brand loyalty.

Engages owner and Operations leadership to ensure best decisions are made on development and implementation of CAPEX strategy.

#### Job Requirements

#### QUALIFICATIONS AND REQUIREMENTS

Bachelor's degree in Hotel Administration, Business Administration or equivalent, plus two to five years of executive committee management experience in a high level operations role or some prior hotel management experience, or an equivalent combination of education and experience

Savvy in Information Technology

Experienced in labor relations

Must speak and write fluent English and Dutch, other language preferred

#### OTHER:

Communication skills are utilized a significant amount of time when interacting with others; demonstrated ability to interact with guests, employees and third parties that reflects positively on the hotel, the brand and the Company.

Reading and writing abilities are utilized often when completing paperwork and management reports, interpreting results, giving and receiving instructions, and training.

Mathematical skills, including basic math, budgeting, profit/loss concepts, percentages, and variances are utilized frequently.

Problem solving, reasoning, motivating, organizational and training abilities are used often.

May be required to work nights, weekends, and/or holidays.

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Ability to travel to attend workshops, conferences, etc.

What do we offer?

A young and dynamic working environment

Opportunities for advancement

Market-rated salary

The opportunity to work for two high international brands with more than 5000 hotels globally

Room for own initiatives

Employee Room Benefit Programme (IHG and Hilton)

Corporate health insurance benefits

Corporate gym membership benefits

We love to celebrate the teamwork and successes (Christmas parties, individual and other celebrations).

Room for personal growth and (cross)- trainings.

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