

MasterBUILT® Hotels develops, builds, manages and invests in best-in-class, select service hotels across Canada. MasterBUILT lives and breathes hospitality, developing more ground up hotels than other company in North America. As a Gold Standard winner of Canada's Best Managed Companies, MasterBUILT believes in investing in the development of talented people with a passion for delivering exceptional results and a desire to learn and grow.

NEW OPPORTUNITY: HOTEL GENERAL MANAGER Super 8 Shawnessy, Calgary, AB

The **Hotel General Manager's** main responsibility is to meet and exceed the expectations of guests and employees and in-so-doing achieve the profitability, customer service and asset management expectations of ownership. A successful hotel and **Hotel General Manager** will be entrenched in, and engaged with, the community in which they operate. The **Hotel General Manager** will succeed by demonstrating the know-how to deliver on the vision and uphold the culture of a phenomenal hotel company.

RESPONSIBILITIES:

Strategy

- Establishing and communicating objectives that support and align with corporate's vision by developing and implementing strategies to do so evidenced by:
 - Living the core values: Build enduring relationships, create positive team environment, deliver wow and maintain an entrepreneurial spirit
 - Contributing to and understanding the strategic objectives of the organization and communicating the information back to employee team members

Sales

- Building strategies and maintaining strong (if not the strongest) market share in the location by continuously monitoring and building on RevPAR (Revenue Per Available Room) and active yield management
- Visiting other hotels of similar rating in the location at least weekly and gathering data (from the parking lot to discussing the competition with team members)

Marketing

- Implementing marketing initiatives that align with hotel branding
- Developing strategies to drive more traffic to the hotel
- Monitoring customer satisfaction ratings and developing plans to maintain or increase customer satisfaction as required as evidenced by positive responses to TripAdvisor or similar websites
- Represent the hotel and its owners in the local community and industry through initiatives like Common Ground

Operations

- Create an operating environment that assures consistent guest satisfaction
- Monitoring operational efficiencies to ensure profitability while meeting operating and capital budgets as evidenced by a strong understanding of the budget and the expenditures that impact the budget such as staffing costs and vendors
- Maintaining strong two-way communication with the Regional Director of Operations, Sales Marketing and the Revenue Manager on a daily and weekly basis
- Ensuring all health and safety standards are exceeded as evidenced by participation and reporting of the hazard's assessments, monthly written updates on misses (including near misses) as well as documented communications to the team
- Maintaining all month end documentation and providing the accounting department accurate reports

Leadership

- Attracting, hiring and retaining qualified employees who deliver on key objectives as evidenced by:
 - replacements filled within a 2-week period
 - a turnover rate of less than 40%
 - Training plans developed for each team member who has been employed longer than 6 months
 - 80% + engagement scores
- Maintaining all month-end documentation and providing the accounting department accurate reports

QUALIFICATIONS:

Experience Required

- Minimum of 5 years' working experience in the hotel industry, demonstrating progression with each career move
- 3 years' experience in a leadership capacity; with a focus on sales and marketing
- Previous experience with budgeting and forecasting

Mission Critical Competencies

- A welcoming and outgoing personality for guests, with an innate ability to be firm and direct with team members
- Acts in the best interests of the organization; a background that demonstrates the ability to roll up your sleeves and help in any department at any given manager (in other words, a working manager)
- Superior written and verbal communication skills evidenced by an ability to quickly craft messages that are easy to understand by various audiences
- A dedication to provide exceptional customer service and an ability to hold team members accountable to the same level
- Ability to set and exceed goals as evidenced by an exceptional sales track record in previous roles
- Ability to set priorities for self and others in the hotel
- Project planning capabilities coupled with time management and organization techniques

Desired Education

- A High School Diploma or GED required
- A Diploma or Degree in Hospitality Management, Business or other applicable area considered a significant asset; training and certification within the first two years will be provided

NEW OPPORTUNITY

MASTERBUILT OFFERS:

- A compensation package that provides incentives and rewards performance
- A flexible benefits package that supports various personal/family situations and work environments
- A rewarding corporate culture that fosters a positive team and family spirit
- A cooperative management team that is strategic and forward thinking
- A fast paced environment with opportunities for advancement

TO APPLY:

Please apply online at <https://masterbuiltsuperior.bamboohr.com/jobs/view.php?id=102>. We thank all applicants for their submissions, but only those deemed qualified by our hiring manager will be contacted. No phone calls please.

Please note Labour Market Impact Assessment (LMIA) are not supported for this position. Legal entitlement to work in Canada is required.