



# THE OLD RECTORY

*Hotel & Spa*

ESTD. 1777

## **JOB DESCRIPTION**

### **ASSISTANT GENERAL MANAGER**

*Plettenberg Bay*

#### **WE BELIEVE IN**

Celebrating differences, nurturing individuality and cultivating gratitude. The thrill of discovery. Listening with curiosity and acting with integrity. Slowing down, being intentional and taking care of each other and the planet. The power of kindness, both outwards and inwards. Experiences that shape new ways of thinking and provide freedom from the norm. Having a light touch and a whole heart. Making our work matter.

#### **OUR CULTURE**

At the heart of our business is our Rare Earth family – the team of people who work tirelessly to make our guests feel welcome; people with passion, intention and humility; people who are curious about the world and are committed to caring for it; and people with the confidence and experience to always be their most authentic selves.

Together, our Rare Earth family provide the solid foundation for the achievement of our vision, which is to be one of Africa's most well-loved boutique hospitality brands, creating experiences that are unexpected, meaningful and considered for our guests.

#### **OUR VALUES**

Creativity – open-minded thinking

Generosity – of spirit, of time, of thought, of knowledge

Individuality – the courage to be unashamedly ourselves and embrace that in others

Fairness – a measured approach that does not discriminate

Humility – being respectful, placing ego aside and championing equality

Curiosity – a desire to learn more about people and the world

Ownership – taking responsibility for your ideas and your role

Family – engendering a sense of belonging among both staff and guests

Sincerity – operating with honesty and a lack of pretence

Kindness – warmth, goodwill and assuming the best in others

## **JOB SPECIFICATION**

The Assistant General Manager reports into the relevant department heads on any particular shift. They will be the liaison between departments, namely: Food and Beverage, Accommodation, and Front of House. The Assistant General Manager needs to have an overall understanding of all of the above in order to be able to fill in as required for any staff member who is not available for duty.

The Assistant General Manager is responsible for ensuring that the guest experience, from arrival to departure, is seamless in accordance with all policies and procedures set by The Old Rectory Hotel & Spa, and in line with the company's core values.

## **REQUIREMENTS**

- Grade 12 + diploma/certificate in hospitality/tourism industry
- At least two years previous experience working with guests
- Excellent command of the English language
- Flexible availability as per trade demand
- Strong computer literacy and administrative skills

## **DUTIES**

- Ensure the highest standards are kept in guest service, cleanliness and maintenance
- Monitors Guest Relations employees to make sure all guests receive prompt and personal recognition
- Oversee all Guest Relations processes
- Assist in employee relations processes
- Able to carry out and complete all duties responsible for a Guest Relations Liaison and FOH duties
- Attend morning meetings
- Able to compile the roster
- Ensure that all guest queries are taken and processed in a speedy and efficient manner
- Ensures that all Guest Relations Liaisons adhere to the established policies and procedures
- Ensure attention to detail in all tasks given
- Ensure all Guest Relations Liaison's staff are trained on all aspects of the property
- Providing a visible management presence while on duty
- Ensuring each department is prepared and staffed for each shift
- Running of restaurant/bar, functions and events during each shift
- Overlooking day-to-day operation of the whole facility
- Making sure all areas are "guest ready"
- Communicating with guests (handling complaints, collecting ideas on improving the operation, providing information, selling facilities, checking premises, reporting any damages and breakdowns and checking if repairs have been completed)
- Communicating with employees (problem solving, distributing work duties, providing all means to get the work done)
- Receiving stock, processing invoices
- Checking daily arrivals, prepping welcome letters, registration cards and turndown notes
- Oversee the daily and monthly checks are done in compliance with Health and Safety
- Liaise with kitchen regarding guest dietaries
- Room checks prior to arrival
- Guest orientation and rooming guests
- Reporting to the GM

## PERSONAL CHARACTERISTICS

- Well-presented and professional at all times
- Natural warmth and friendliness
- Friendly, helpful and outgoing
- Punctual, self-disciplined and accountable
- Remain calm under pressure
- Ability to manage a small team while remaining a 'hands on' part of the team
- Excellent people skills and ability to effectively communicate well with guests and team members
- Well organised, administratively strong and hard working
- Sensitivity to a diverse number of cultures, religions, lifestyles, etc.
- Good sense of humour
- Quick thinker and fast on your feet
- Can-do attitude and solutions-focused
- Honest, diligent and self-motivated
- Ability to efficiently meet deadlines
- High energy levels
- Good team motivator skills
- Appropriate sense of urgency to complete tasks and resolve issues
- Attention to detail at all levels
- Willingness and ability to share information, teach and inspire others
- Curious about what you don't know, and generous about what you do know

## TO APPLY

Please send your CV to [careers@rareearth.co.za](mailto:careers@rareearth.co.za) with the subject line: "Application: Assistant General Manager at The Old Rectory"