



Resort Manager

Posted by: Kawartha Adventure Resort

Posting date: 10-Aug-2024 **Closing date:** 30-Aug-2024

Education: Bachelors or equivalent experience required

Language: English

Job location: Peterborough

Salary: \$28-38 Per Hour

Years of Experience: 1 year

Vacancy: 1

Job Type: Full Time

Job id: CAJ3237377

Expired

Job description:

About Us:

Kawartha Adventure Resort is a premier destination offering unparalleled experiences in lakeside wilderness retreat. Our commitment to exceptional service and guest satisfaction sets us apart, and we are seeking a dedicated Resort Manager to lead our team and ensure our guests receive the highest quality experience.

Job Overview:

The Resort Manager will oversee all operations of the resort, ensuring a seamless and high-quality guest experience. The ideal candidate will have strong leadership skills, a passion for hospitality, and the ability to manage a diverse team while maintaining operational efficiency.

Key Responsibilities:

- **Leadership and Management:**
 - Supervise and support resort staff across various departments including housekeeping, food and beverage, and recreational activities.
 - Conduct regular training and performance evaluations to ensure staff are meeting company standards.
 - Develop and implement policies and procedures to enhance guest satisfaction and operational efficiency.
- **Guest Relations:**
 - Ensure a high level of guest satisfaction by addressing and resolving any issues or complaints promptly and professionally.
 - Develop and implement strategies to enhance the guest experience, including personalized services and special events.
 - Monitor guest feedback and implement improvements based on their suggestions and reviews.
- **Operational Oversight:**
 - Manage daily operations of the resort, including check-ins, check-outs, and coordination of guest services.
 - Oversee the maintenance and cleanliness of all resort facilities to ensure they meet safety and quality standards.
 - Coordinate with various departments to ensure smooth and efficient operation.
- **Financial Management:**
 - Develop and manage the resort's budget, including forecasting, expense control, and revenue management.
 - Analyze financial reports and performance metrics to identify areas for improvement and cost-saving opportunities.
 - Implement effective pricing strategies and promotional activities to maximize occupancy and revenue.
- **Marketing and Sales:**
 - Collaborate with the marketing team to develop and execute promotional campaigns, special packages, and events.
 - Establish and maintain relationships with travel agencies, tour operators, and corporate clients to drive bookings and revenue.
 - Monitor market trends and competitors to adapt strategies and maintain a competitive edge.
- **Compliance and Safety:**
 - Ensure all resort operations comply with health, safety, and environmental regulations.

- Develop and implement safety protocols and emergency procedures to ensure the well-being of guests and staff.
- Conduct regular inspections and audits to maintain high standards of hygiene and safety.

Qualifications:

- Bachelor's degree in Hospitality Management, or a related field.
- Proven experience in a related role within the hospitality industry, preferably in a resort or hotel setting.
- Strong leadership, organizational, and interpersonal skills.
- Excellent problem-solving abilities and attention to detail.
- Proficient in hotel management software and MS Office Suite.
- Ability to work flexible hours, including weekends and holidays.
- Strong communication skills in English; additional languages are a plus.

Benefits:

- Competitive salary and performance-based bonuses
- Health and dental insurance
- Paid time off and holidays
- Professional development opportunities
- Employee discounts and perks

How to Apply:

Interested candidates should submit their resume and a cover letter outlining their qualifications and experience to kawarthaadventureresort@gmail.com by August 30, 2024. Please include "Resort Manager Application - [Your Name]" in the subject line.

Kawartha Adventure Resort is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: kawarthaadventureresort@gmail.com

Posted on canadianjobportal.com