



## Resort Manager

**Posted by:** Kawartha Adventure Resort

**Posting date:** 10-Aug-2024      **Closing date:** 06-Feb-2025

**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:** CAJ4737073

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](mailto: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](mailto:kawarthaadventureresort@gmail.com)**

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