

Resort General Manager

Keltic Lodge at the Highlands

Location: Ingonish, Nova Scotia, Canada

Department: All Departments

Reports To: Regional Manager

Classification: Full Time

Salary: Base salary range: \$100,000 - \$110,000 (commensurate with experience)

Summary:

Keltic Lodge at the Highlands is looking for an outgoing and responsible individual that would like to be the Resort General Manager in a fast-paced environment. Leading the team will prove to be both enjoyable and rewarding. Keltic Lodge at the Highlands is part of the GolfNorth Properties family of courses offering competitive wage packages, an incredible work environment, and career advancement opportunities.

The Resort General Manager is responsible for promoting and maximizing the "Customer First" resort culture. She/he will exhibit sound reasoning and accurate judgment in the decision-making process with the ability to alter approach, develop alternative solutions and oversee the management of Golf, Accommodation, and F&B operations. The Resort General Manager will be responsible for maximizing sales, while controlling expenses and shortages to ensure profitability, through proactive staff development, and maintaining Keltic Lodge and GolfNorth Properties Inc. brand standards. The Resort General Manager must ensure that a high level of customer service is always delivered and any issues that could arise with dissatisfied customers are managed. The Resort General Manager coaches and motivates the leadership team to deliver all targets and leads by example.

Primary Responsibilities:

- Ensure that the policies and procedures of GolfNorth and the Keltic Lodge are enforced.
- Oversee the preparation of the employee work schedules in all departments, ensuring that all departments are properly staffed to handle the customer load, while ensuring profitability.
- When necessary, resolve customer complaints to the customers satisfaction in a timely manner.
- Establish standards for cleanliness, maintenance and appearance levels, and make certain that resort personnel maintain the facility to those established criteria.

- Establish and monitor the product offerings.
- Maintain strong inventory and purchasing control policies and procedures.
- Ensure each customer receives exceptional "Customer First" service, by providing a customer friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding standards.
- Develop, communicate and implement plans to maximize sales, to meet or exceed goals and objectives throughout the resort, in each department.
- Control shrinkage, expenses, and payroll, while ensuring that guest experience is consistent with brand presentation.
- Ensure execution of all marketing programs, modules and direction, as dictated by GolfNorth Properties and the Regional Manager, by assisting and implementing day to day operations at the resort.
- Ensure compliance with all policies and procedures through regular meetings, resort walk-throughs and audits.
- Address challenges, issues and opportunities in a direct, timely and constructive manner, partnering appropriately with Human Resources as needed.
- Administer GolfNorth Properties Inc. policies and procedures fairly, taking timely and appropriate actions to ensure compliance.
- Act proactively in seeking and sharing current and accurate knowledge, as it pertains to all GolfNorth Properties Inc. products and services.
- Manage and motivate a team to increase sales, guest experience, and ensure efficiency.
- Manage stock levels and make key decisions about stock control.
- Ensure standards for quality, customer service and health and safety are met.
- Organize special promotions, guest experiences and events.
- Monitor guest satisfaction surveys.
- Perform any other duties as necessary.

Qualifications:

- Completion of high school and College/CEGEP/vocational or technical training.
- Hotel management/ F&B management degree/diploma preferred.
- Demonstrated service orientation
- Extensive knowledge of the resort business.
- Minimum of 5 years work experience in the hospitality industry.
- Minimum of 3-year work experience in a supervisory role in a hospitality environment.
- Proven excellent customer service skills.
- Management experience preferred.
- Excellent time management and prioritization skills.
- Demonstrated ability to train and motivate staff.
- Basic office administration skills.
- High level of proficiency with Microsoft Office productivity suite
- Highly effective teamwork skills.
- Able to effectively communicate both verbally and in writing.
- Strong customer service and troubleshooting skills.

- Politically and culturally sensitive.
- Able to plan and organize work effectively and ensure its completion.
- Well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Ability to learn and adapt to sales software quickly.
- Professional, responsive, and positive work attitude is essential.
- Meticulous records maintenance skills.

Core Competencies:

- Customer and Sales Focus
- Communication
- Energy & Stress
- Teamwork
- Time Management
- Adaptability/ Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Tee Sheet Maximization
- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Laws, Rules and Regulations
- Mathematical Reasoning
- Development and Continual Learning

Working Conditions:

- Some travel may be required.
- Ability to attend presentations.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.

Apply:

Please submit your resume & cover letter to Doug Breen at dbreen@golfnorth.ca
Please write "Keltic Lodge at the Highlands – Resort General Manager" in the Subject line.