

## EXCITING CAREER IN HOSPITALITY MANAGEMENT

### Hotel Operations Manager (1)

APC Hotel & Convention Centre is a newly opened Convention Hotel based in Bunju- Mbweni Area, Kinondoni Municipality - Dar es salaam. The Hotel nests within 15 acres land and consists of 108 guest rooms, total of 12 meeting rooms which forms a total of 4850SqM meeting area, swimming pools as well as amazing facilities for high class VIP guests. The hotel is publically owned under the partnership of two government organizations (NBAA and GEFP).

We are looking for a professional and experienced Hotel Operations Manager to join our exciting team.

**Reporting to:** Hotel Chief Executive Officer (CEO)

### JOB OVERVIEW

Provides functional assistance and direction to the Rooms Division, Food and Beverage operation, Banqueting department, Leisure and Sports Department and interacts with hotel members and individuals outside the hotel including, but not limited to suppliers, government officials, competitors and other members of the local community. Coordinates functions and activities with the department heads as appropriate.

- Role is second in charge behind CEO and career progress is to the Hotel General Manager level
- Operations Manager will be responsible for the Operations of F&B and Banqueting department, Leisure & Sports departments, as well as the Rooms and VIP facilities behind the scenes management

### KEY RESPONSIBILITIES:

**Planning and Organizing** - To plan all operational procedures, to plan and organize all recruitment, grow revenue of the Rooms Department, F&B Department and Leisure & Sports (L&S)Department and to improve service and quality.

- To coordinate with the heads of Rooms, L&S, F&B departments to ensure adequate coordination and operations implementation
- Implement departmental strategies and action plans in accordance with the Hotel's strategic and sales plans
- To plan the yearly revenue target





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- To plan and get the desired cost price for products sold by the hotel
- To plan on upgrading the standards within the Hotel
- To liaise with the sales & marketing manager to set the strategy for the Rooms, F&B, L&S departments
- To organize and conduct interviews
- To project business opportunities in order to increase revenue
- To plan, develop and implement formal training plans for personnel
- To participate in preparation of the Hotel's strategic plan, marketing plan and goals program
- To regularly update the CEO on all operations achievements and key issues

**Communication** - Ensure all staff is aware of the goals and objectives of the L&S, Rooms, F&B Departments and to achieve and maintain good relationship amongst the Hotel's personnel.

- To operate an efficient and accurate administration process in order to meet statutory, legal and internal requirements
- To conduct daily briefings to ensure that all departments receive updated information
- To conduct weekly briefings to improve all aspects of the resort
- To attend all other meetings as required by the administration team
- To ensure and maintain good relations with members and suppliers

**Budgeting & Costing** - To ensure that adequate funds are available for smooth operations and also to ensure adequate amount of resources

- To delegate and control the departmental expense budget throughout the year
- Control Payroll and Business Expenses of the Rooms, L&S, F&B Departments
- To prepare and derive the required operational cost for the Rooms, L&S, F&B Departments for the year
- To oversee budget preparation for the year
- To ensure the preparation of management team duties and roles
- To implement methods to control wastage and over production
- To select suppliers with the most competent prices
- To ensure that the payroll doesn't not exceed the budget
- To set the profit margin targets and achieve them
- To analyze potential costs
- To consider aspects of re-investment
- To co-ordinate and manage pricing strategies
- To analyze the market needs and trends
- To contribute to Sales improvement
- To ensure improvement in productivity across the Hotel



Jointly owned by NBAA & GEFP





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**Personnel & Development** - Ensure all requirements of staff are met & updated

- To liaise with the Chief Executive Officer & Human Resources Director in matters relating to recruitment and disciplinary procedure
- To help the Human Resources select the right candidates from the market, by processing job applications
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- To ensure regular progress update & reviews are conducted for all managers & staff
- To conduct performance appraisal for F&B, Rooms, L&S department Heads and ensure Managers, Assistant Managers and Administrators are receiving their appraisals as per the set plan
- To ensure employee grievances, disciplinary procedure are monitored
- To ensure that regular On Job Training are conducted within each department
- To actively participate in the quality circle within the Hotel
- To coordinate with the HRD and prepare job descriptions for all personnel in each respective Department

**General:**

- To carry out the duty managers shift in order to meet management requirements
- Manage the functioning of all employees, facilities, sales and costs, to ensure maximum departmental profit is achieved
- Ensure regular upgrades of the resources of the Rooms, F&B and L&S departments
- To oversee the preparation, presentation and service of food products to ensure the highest quality at all times
- To oversee the that all guest rooms, public & back of the house areas including kitchen areas are well maintained and cleaned
- To maintain good will, sense of fairness and an open door policy towards employees
- To monitor and check resort members satisfaction
- To control operating and merchandising costs
- To maintain highest standards of Hygiene
- To maintain good Health and Safety Standards
- Implement a daily and monthly checklist for all departments. Ensure proper follow-up to attain maximum quality and efficiency
- To coordinate all sales activities which are conducted in area of responsibility
- To actively engage and participate in effective communications within the Hotel
- To adhere to all the hotel standards and procedures at any given time
- Ensure that all Standards are being adhered to, by training all personnel and monitoring their compliance



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### ESSENTIAL REQUIREMENTS

- Bachelor's Degree of Hospitality services, or in Business Administration, Bachelor of Commerce from a highly reputed university
- Form Six with Diploma in Hospitality Services obtained before year 2005 will also be considered
- Attendance of short courses and seminars in similar subjects are highly recommended
- 10+ years of experience in the hospitality sector
- At least 5 years of experience in a management role, preferably within a well-reputed hotel
- Strong command of the operations of restaurants, banqueting and accommodations facilities
- Good understanding of procurement functions, pricing strategies as well as sales & marketing methods

### KEY SKILLS

- Strong leadership and people management skills
- Dynamic personality and creative mindset
- Full proficiency in English – knowledge of any additional international language is a plus
- **Age should not exceed 40yrs**
- The selected person will be given one-year contract based on the performance
- Remuneration package will be provided based on the APC INVESTMENT CENTRE 'S salary scale

### MODE OF APPLICATION

- Interested candidates should submit their application Curriculum Vitae (CV)/Resume, Photocopies of Certificates and Names and Addresses of three (3) referees.
- All the relevant information about the position will be found on [www.apchotelandconferencecentre.co.tz/](http://www.apchotelandconferencecentre.co.tz/) [www.nbaa-tz.org/](http://www.nbaa-tz.org/) [www.gepf.or.tz/](http://www.gepf.or.tz/)
- To apply for this exciting and rewarding opportunity, please forward your resume to [info@apchotelandconferencecentre.co.tz](mailto:info@apchotelandconferencecentre.co.tz)
- **Closing Date: July 10<sup>th</sup> ,2018.** Only shortlisted candidate will be contacted



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