



Princess Group of Companies-Sint Maarten

WE ARE HIRING!

Hotel Manager

Port de Plaisance Resort, Trademark Collection by Wyndham ® is a premier hotel located in the heart of Cole Bay. We are seeking a highly motivated, dynamic, and experienced Hotel Manager to lead our team to new heights in providing exceptional service and creating unforgettable experiences for our guests. The ideal candidate will oversee all aspects of our hotel operations and possess a strong background in hospitality management, exceptional leadership skills, and a passion for delivering outstanding guest experiences.

Key Responsibilities:

- Oversee daily operations of the hotel, including front desk, housekeeping, maintenance, and food and beverage departments.
- Ensure exceptional guest service and satisfaction, addressing any issues or concerns promptly and professionally.
- Manage staff recruitment, training, and development to ensure a high-performing and motivated team.
- Monitor and control budgets, expenses, and inventory to achieve financial targets.
- Implement and maintain hotel policies, procedures, and standards.
- Develop and execute strategies to enhance guest satisfaction and increase revenue.
- Conduct regular inspections of the property to ensure high standards of cleanliness and maintenance.
- Handle guest complaints and resolve issues in a timely and effective manner.
- Collaborate with marketing and sales teams to promote the hotel and attract new business.
- Stay updated with industry trends and best practices to continually improve hotel operations.

Qualifications:

- Bachelor's degree in Hospitality Management, Business Administration, or related field.
- Minimum of 5 years of experience in hotel management.
- Multilingual skills are preferred (Dutch, English and French)
- Strong leadership and interpersonal skills.
- Excellent problem-solving and decision-making abilities.
- Exceptional customer service skills and a passion for hospitality.
- Proficient in hotel management software and MS Office.
- Ability to work flexible hours, including nights, weekends, and holidays.

If you are interested in this position, please email your resume with a cover letter to hr.princess.sxm@gmail.com and apply.nesc@sintmaartengov.org