



Position Title:
Job Location:

Resort General Manager
Cabot Links

About Cabot Links

Never is the game of golf more appealing than when a course is set in a rugged, oceanfront landscape, on links land running firm and fast. This is Cabot Links, Canada's only authentic links. This is Cabot Links, where the holes spread out between the sea and the village of Inverness. This is Cabot Links, where every hole offers an ocean view and where five holes play directly adjacent to the beach.

The General Manager is responsible for operations, marketing, human resources and other business planning for Cabot Links Golf Resort. The General Manager develops the budget for each department, approves expenses and establishes the standards of service. The general manager also has responsibility for departmental meetings, supplier relations and overall maintenance of the establishment.

Primary Duties

- The General Manager will provide overall operational leadership and will manage and oversee the strategic direction, activities and operations of the resort.
- Responsible for all aspects of the pre-opening and resort operation with specific focus including but not limited to:
 - The creation and implementation of the Cabot Guest Experience
 - The recruitment, appointment and management of a team including Supervisors and line staff in Front Office (Reservations, Communications and Bellmen), Housekeeping (Room Attendants and Laundry), Security and Engineering, as well as Food and Beverage
- Play a key role in providing leadership, direction and support to operating departments ensuring the smooth operations of / and between departments.
- Act as a guide for all members of our team to ensure the processes, procedures and standards are consistently delivered.
- Manage budgets and financial plans and control expenditures
- Day-to-day operation of the Resort with an emphasis on sales, employee training and quality assurance.

Pre-opening

- Implementation of the Cabot aesthetic, ambiance and lifestyle within the resort
- Training of all Supervisory and Line staff in their respective duties
- Development and implementation of all policies and procedures as they relate to the Rooms and Food and Beverage Divisions
- Development of special events, activities and dinners

Financial

- Establish the Rooms Division and Food and Beverage Annual Operating Budgets for approval by Managing Director and Controller
- Ensure these budgets are strictly adhered to and all costs are controlled

Administration

- Hold meetings and briefings with Department heads
- Ensure that all departmental reports and correspondence are completed punctually and accurately
- Submit monthly report to Managing Director detailing monthly results and future goals.

Operational

- Implement and develop the Cabot Guest Experience
- Constant review and appraisal of the operation and procedures within the Front Office and Restaurant to ensure the Cabot quality of service and product at all times
- Evaluate staffing levels in accordance with business demands, providing recommendations for adjustments wherever possible
- Maximize opportunities to increase revenue through upselling by staff
- Monitor and develop staff skillset and implement training programs where necessary to rectify and avoid service deficiencies
- Conduct regular briefings with Rooms and Food and Beverage staff to ensure solid communication at all times (special occasions, dietary restrictions, guest preferences)
- Ensure that departmental equipment is perfectly maintained at all times and that a comprehensive maintenance and service program is created and reviewed on a monthly basis
- Ensure monthly inventory is taken for all operating equipment in all stores and outlets.
- Liaise with Group Organizers in regard to any special requests for catering and group functions
- Assist in the planning of media visits, editorials and photo shoots

Personnel

- Ensure all employees report for work punctually, wearing the correct uniform and are well groomed
- Assist in the building of an efficient team of employees by taking an active interest in their welfare, safety, training and development
- Ensure that all employees have complete understanding of and adhere to the Cabot Link's Employee Hand Book
- Interview and select potential employees in liaison with Human Resources and Managing Director
- Conduct employee evaluations and review their general performance, discussing existing performance and areas of improvement
- Conduct departmental orientation programs for new employees to ensure they understand the policies and operations of the resort
- Ensure that all staff provide prompt, courteous and professional service at all times
- Counsel staff members for any breaches of conduct and observed policies when issuing formal disciplinary notice

Minimum Qualifications

- Exemplary management and supervisory skills
- Strong organizational and administrative skills
- Solid research, writing, and computer abilities
- Excellent interpersonal and relationship building skills
- Disciplined, reliable, self-motivated worker
- Refined knowledge of the hospitality industry
- Certificate/Diploma/Degree or equivalent education in Hospitality or Hotel Management; achievement of a Certified Hotel Administrator (CHA) designation is preferred;
- Three to five (3-5) years' experience as a hotel manager is preferred;
- Extensive senior Rooms and F&B focused leadership experience is required; matched with exposure to the daily management of all areas of the operation involving human resources, sales & marketing, budget management, rooms, food & beverage, housekeeping and maintenance;
- Several years related experience plus specialized knowledge of at least one key area of hotel management, i.e. finance/administration, sales or food and beverage.
- Demonstrated success in coaching and utilization of people, as well as in managing and coordinating, i.e. planning, organizing, decision making and problem solving.

Classification

Full-time, salaried position with a benefits package.