# **United Kingdom Jobs Expertini®**

## **Deputy General Manager**

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Company: Hospitality Staffing UK

Location: West Yorkshire

Category: other-general

### Job Description:

Deputy General Manager vacancy, £35,000 – £40,000, 45 hour contract, available due to internal promotion, supporting the HOD's including Wedding & Events Manager & Restaurant Manager, 130 weddings annually, quality Restaurant & Afternoon Tea business

#### The Client

Our client is a privately owned, award-winning hotel. Situated in West Yorkshire amidst beautiful grounds, the hotel boasts 45 guest bedrooms, a 2-rosette AA-rated restaurant, and a stellar reputation as one of Yorkshire's finest wedding venues. Our location offers excellent travel links, making it convenient for both local guests and commuters coming from Bradford, Leeds, and North Yorkshire. The current GM has recently been promoted from Deputy GM and the aim is that the incoming Deputy GM will be the next inline!

## The Role: Deputy General Manager

We are seeking a dynamic individual to take on the role of Deputy General Manager, responsible for ensuring the seamless day-to-day operations of the hotel, adhering to our brand standards and exceptional customer service expectations. Reporting directly to the General Manager, this senior position provides a considerable degree of autonomy and the freedom to drive positive changes that elevate the already exceptional service we offer. As the right-hand person to the General Manager, we need someone who embodies exceptional hospitality, a genuine people-person who is dedicated to going the extra mile for our valued guests.

#### **Key Requirements**

An outgoing and professional personality, leading by example.

A hands-on approach, displaying dedication and hard work.

Strong commercial knowledge and extensive experience in hotel operations, including food and beverage, weddings, events and accommodation.

Excellent leadership skills, with the ability to inspire and motivate the team.

Outstanding communication skills, even in stressful situations.

Effective decision-making abilities in a fast-paced environment.

Capable of working with limited supervision and leading a high-energy, bustling venue.

#### Responsibilities

Overseeing the smooth day-to-day running of all hotel operations.

Being accountable for all departments, with a particular focus on food and beverage and banqueting.

Utilising comprehensive knowledge of food & beverage to increase sales and improve service quality.

Actively participating in the operational management of the business at all times.

Monitoring and promptly addressing guest feedback and complaints, striving to resolve issues before they escalate.

Ensuring team members perform their roles effectively, providing assistance and motivation as required.

Meticulously planning all aspects of the business, staying well-informed about upcoming events.

Maximising revenue opportunities while maintaining an efficient cost program to meet budgeted sales and profit targets.

Providing full support to the General Manager in the development and success of the

business, and assuming leadership responsibilities when the General Manager is absent.

Engaging with both staff and guests, delivering a consistently high level of guest care.

Ensuring exceptional service is provided to all customers from every department, every hour of every day, taking personal responsibility for providing feedback and support to the team.

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#### **Cross References and Citations:**

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