

JOB DESCRIPTION

Operations Manager

Reports to: Resort Manager

Summary

The Operations Manager will be responsible for all operational aspects of Miavana with special focus on Food and Beverage, Rooms Division, Guest Operations, and Activities.

Working hand-in-hand with the Resort Manager, the Operations Manager will provide hands-on management and leadership for all Operational personnel to ensure the smooth day-to-day operations of Miavana whilst delivering the highest level of service and provide exceptional experiences for guests throughout their stay.

Areas of Operation and Responsibility

- Food & Beverage
- Front Office, Guest Relations
- Rooms Division, Butlers
- Activities
- Guest Experience

Service and Offering

- Management of the Resort Operations through defined standards
- Develop a service culture in all departments and aspects of the resort
- Constantly improve the service and update standards in all aspects of the offering
- Operational Team training,
- Maintain and expand on the Miavana offering
- Conceptualizing processes, services and products offered on Miavana – always doing so with the parameters of the “essence” of Miavana



- Maintaining and improving on operational standards and procedures
- Always striving to exceed expectations of the guests
- Introducing processes to continually develop the product and services offered
- Attending to detail in every aspect of the service
- Analyse customer feedback and online reviews and suggest ways to improve our service and offering.
- Actively listen to and resolve complaints.

Staff Management

- Development of the organisational structure with the Resort Manager and General Manager
- Appointment and administration of the employees withing the areas of operation
- Attending to the employee welfare and development and meeting reasonable expectations
- Managing the business through the employees
- Management of employees on Nosy Ankao as defined by the areas of responsibility

Systems and Budgetary Control

- The continuous management and development of the financial systems and controls needed in the business
- Understanding of the annual Operational and Capital Expenditure budgets.
- Management of a process to reduce costs in all aspects of the business but without impacting on the offering and service to the guests.

Environmental and Social Programs

- Support the environmental and social initiatives on the island and include the conservation programs into the Miavana offering
- Continuously improve on the way in which we operate from an efficiency point of view and with respect to the environment
- Support of initiatives to decrease our environmental footprint on the island and in the way we operate



General and Other Duties

- The above Job Description identifies the key areas of responsibility of the position and is not an all-encompassing description of duties and tasks. The Job Description may be subject to review from time to time.
- You will be required to perform similar such duties or tasks in any area of the resort as may be designated by Management from time to time.
- Be familiar with the hotel policy on fire, hygiene, health, safety and emergency evacuation and that all staff in the department participates in fire and emergency drills.

