



OYINS RESORT: A SUBSIDIARY OF OYINSINTERNATIONAL

OLD EPE GARAGE, IJEBU ODE OGUN STATE NIGERIA

ADMINISTRATIVE STAFF MEMBERS

Additional Roles

HOTEL MANAGER

Responsibilities:

Ensure excellent customer service and guest satisfaction.

Handle guest inquiries, complaints, and requests promptly and professionally.

Recruit, train, and manage hotel staff.

Schedule employees and manage staffing levels to meet operational needs.

Oversee day-to-day hotel operations, including front desk, housekeeping, maintenance, and other departments.

Monitor and maintain cleanliness, safety, and security standards.

Develop and manage the hotel budget.

Monitor expenses, revenue, and profitability.

implement cost control measures.

Implement marketing strategies to attract and retain guests.

Collaborate with the sales team to achieve revenue targets.

Participate in promotional activities and events.

Manage room reservations and occupancy levels.

Optimize room rates and implement pricing strategies.

Ensure high-quality standards for rooms, amenities, and services.

Implement and maintain quality assurance programs.

Ensure compliance with health and safety regulations.

Implement and enforce safety protocols.

Coordinate and oversee events, conferences, and banquets.

Ensure seamless execution of events.

Build and maintain relationships with guests, vendors, and local community stakeholders.

Collaborate with travel agencies and corporate clients.

Implement and utilize hotel management software and technology to streamline operations.

Stay updated on industry-specific technology trends.

Requirements:

A bachelor's degree in hotel management, business administration, or a related field is often preferred.

Several years of experience in hotel management or a related hospitality role.

Previous managerial experience may be required.

Familiarity with the Nigerian hospitality industry, local market trends, and customer

preferences.

Excellent interpersonal and customer service skills.

Ability to handle guest concerns and provide solutions.

Strong leadership and team management skills.

Ability to motivate and inspire staff.

Effective communication skills, both written and verbal.

Ability to communicate with guests, staff, and other stakeholders.

Understanding of financial principles related to budgeting, revenue management, and cost control.

Strong organizational and multitasking abilities.

Ability to prioritize tasks and manage various responsibilities.

Ability to adapt to changing circumstances and guest needs.

Flexibility in handling different aspects of hotel management.

Awareness and understanding of cultural nuances in providing hospitality services.

Strong networking skills to build relationships with local businesses, tourism boards, and industry professionals.

Benefits:

Competitive salary and benefits package. Opportunity to work in a dynamic and fast-paced environment. Career development opportunities within a growing hospitality company. Discounted hotel stays and access to hotel amenities. The chance to make a positive impact on the guest experience. If you are a highly motivated and customer-oriented individual with a passion for hospitality, we encourage you to apply!

To Apply:

Please send your resume and cover letter to [hr@oyinsinternational.com] We look forward to hearing from you!