**Resort Manager**

Galiano Oceanfront Inn and Spa

Apply Now

Galiano, BC

$60,000 - $65,000 a year

**GENERAL MANAGER**

Opportunity to manage a beautiful boutique hotel and spa resort in a spectacular setting. Ideal location of an island getaway that is less than one hour by direct ferry to the mainland. You will manage all aspects of a longstanding resort with a strong reputation, solid and long-serving professional staff and a growing business in a warm and welcoming community.

You will oversee all aspects of the Inn’s Operations, working with the leads of the Spa and Restaurant, Guest Services, as well as back office, housekeeping and maintenance staff.

You will direct staff and also perform duties yourself when required to ensure seamless guest flow: From the time guests inquire, through the booking process, the welcome and registration of hotel guests, all the way to the final billings and departure. You will anticipate guest needs and create opportunities to upsell to packages and booking resort amenities like restaurant, spa, car rentals and dock usage. Your experience will show in identifying our customer, reaching out to new and current clients and maximizing promotional opportunities and budget. You will have experience in achieving a high level of customer satisfaction with which you will create even higher levels of standards.

- Previous experience working within a hospitality environment is required. Ideally, you would have experience working in a luxury high end resort focused on customer satisfaction

- Ability to grow the business through improvement in customer returns, growth of non-core business, development of services, and marketing.

- Ability to develop and motivate a team with the good news being that our team already has worked together for years and helped develop our reputation.

- Ability to market, design, create and manage events that emphasize the guest experience, showcase our amazing food and beverage service, while also ensuring profitability.

- Understands the importance of community in building and maintaining the reputation of a business in a small community.

Job Type: Full-time

$60,000.00 – $65,000.00 per year

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Salary: $60,000.00 to $65,000.00 /year

Experience:

* Hotel/resort management: 3 years (Required)

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