



Regional Hotel Director

Company: Braintree Hospitality

Location: Boise, Idaho

Benefits: Yes

Reports to: Director of Hotel Operations

Compensation: \$90,000-110,000 DOE

SUMMARY

Drive the training, culture, overall environment, brand standard execution, financial profitability, and all areas of operations for the hotels and Hotel General Managers under your supervision. Lead, support, and clearly communicate goals and expectations that embody Braintree Hospitality's management and service culture.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty at a high level of efficiency. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Train, develop, and mentor Hotel General Managers in complying with their essential functions, which are the following:
- Oversee the service quality, operational efficiency, guest satisfaction, standards compliance, and financial performance
- Proactively lead the operations of housekeeping, front desk, food and beverage, sales, and engineering departments to maximize financial performance and guest satisfaction while upholding brand standards, reinforcing culture, and developing team members and future leadership
- Ensure all departments are profitable and maintain a cohesive working relationship
- Delegate authority and assign responsibility to all employees and supervise work on all work activities
- Ensure staff received proper training for each position, including safety training and standard operating procedures
- Manage human resources functions of the hotel by controlling turnover, motivating employees, focusing on employee development and retention
- Protect the assets of the hotel by enforcing and maintaining a preventative maintenance program
- Respond to guest requests and complaints timely, efficiently, appropriately, and in a professional manner
- Responsible for hotel Brand satisfaction scores and all scores derived from guest feedback
- Comply with all brand initiatives and standards
- Allocate funds, authorize expenditures and assist Management Company in budget planning
- Produce required weekly/monthly reports and inventories while meeting required deadlines for submittal
- Assist in creating and achieving realistic and attainable operational goals and profitability objectives
- Responsible for all hotel inventories and par levels, reconciliation of all purchases and approval/submittal of invoices
- Participate in the sales/revenue management efforts and processes at the hotel by daily interaction with Sales/Revenue Managers
- Conduct regular staff and employee meetings
- Facilitate open employee communication to discern grievances and respond to grievances in accordance with company policy
- Coordinate capital improvement projects to maintain, upgrade quality standards, protect property image, and to protect the asset from neglect, damage, or deterioration



BRAINTREE HOSPITALITY

- Maintain a professional image at all times through appearance, dress, and conduct
- Follow company policies and procedures and effectively communicate them to subordinates
- Operate hotel in accordance with all federal, state, and local laws including OSHA, EEOC, wage and hour, and health code laws
- Other duties as assigned by supervisor or management
- Oversee the implementation of company goals and objectives to ensure compliance
- Effectively monitor Accounts Receivable, P&L's with General Managers monthly to ensure company compliance

- Conduct Monthly Performance Reviews for each property to identify areas of opportunity and develop actions plans to improve performance
- Conduct annual General Manager Performance Evaluations
- Promote company policies and philosophies to associates and guests through direct and indirect interaction
- Follows and promotes company policies and procedures and is able to effectively articulate and present the Company's vision and values
- Provides effective leadership for assigned hotels by attracting, motivating, developing, rewarding and retaining top talent
- Works with Braintree Group and General Managers to ensure that all personnel policies and procedures are followed
- Represents Braintree Hospitality in recruiting, retention, training, and direction of associates; oversees compensation, including benefits to ensure they are managed; ensures that all laws and regulations that pertain to employment are obeyed
- Conducts property visits as directed by the Director of Hotel Operations
- Evaluates the results of overall operations regularly and systematically and reports these results as directed
- Executes operational strategies and monitor property performance against defined expectations
- Creates a clear system of accountability for General Managers
- Implement ways for General Managers to hold employees accountable in their job performance
- Identifies and develop team members for career progression in the company
- Negotiate skillfully to settle differences in line with company goals and objectives without damaging relationships
- Actively pursue learning and self-development to enhance personal, professional and unit growth; stay informed of new developments and trends in the market
- Understand brand standards for the various hotel brands under your supervision and stay up to date on changes

KNOWLEDGE, SKILLS, and ABILITIES

- Possess knowledge of hospitality industry and business management fields
- Speak, read, write, and comprehend the English language, proficiently and facilitate effective communication; ability to speak other languages in a multicultural work environment can be extremely helpful in facilitating good communication among all hotel team members
- Must be detail oriented, with strong self-organization and communication skills
- Able to prioritize, organize, and manage multiple tasks while meeting all deadlines
- Promotes an atmosphere of teamwork with the ability to lead by example
- Able to work independently with minimal supervision and desire to participate as part of a team
- "Hands-on" leadership approach to management and team development
- Possess proficient computer skills including proficient knowledge of MS Office products, and knowledge of brand operating systems



BRAINTREE HOSPITALITY

- Basic to advanced knowledge of budget adherence and monthly financial analysis
- Able to assess/evaluate team member performance in a fair and consistent manner
- Able to make decisions with only general policies and procedures available for guidance
- Able to study, analyze and interpret complex activities and/or information in order to improve new practices or develop new approaches
- Able to work in fast paced environment
- Executes all performance management, oversee recruitment and retention programs to include bonus program & annual reviews.
- Well-versed in strategic planning and operational execution

EDUCATION

Bachelor's degree in hotel/restaurant management, business administration, or management or similar degree preferred; or equivalent combination of education and experience.

EXPERIENCE

Previous General Manager experience required. Five to seven years' experience as a General Manager in the hospitality industry is required, ten or more years preferred. Previous hotel "brand" experience preferred.

SUPERVISORY RESPONSIBILITIES

Regional Hotel Director is responsible for all hotel operations and staffing in their region. General Managers will report to their respective Regional Hotel Director. General Manager may have Assistant General Managers and Directors of Sales report directly to him/her.

LICENSES OR CERTIFICATES

Valid driver's license, alcohol training certification, food safe training and GM brand training required. Certified Pool Operator certificate is preferred.

ENVIRONMENT and PHYSICAL DEMANDS

The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Most work will be performed indoors in moderate temperatures, controlled by hotel environmental systems. May need to sit, stand, or walk for extended periods of time (5 hours or more). Finger dexterity to operate office equipment, including but not limited to computer keyboard, multi-touch phone, photocopier among others, required. Grasping, writing, repetitive motions, crouching, kneeling, reaching above shoulders, and climbing a ladder while may be infrequent needs, are all required.

Must be able to exert well-paced ability to reach other departments of the hotel in a timely manner.

Vision occurs continuously with the most common visual functions being those of near vision and depth perception. Talking and hearing continuously in the process of communicating with guests and employees.

Employee may be subjected to moderate to loud noise levels from time to time, outdoor weather conditions, work in precarious places, and toxic or caustic chemicals.

Travel may be required, including air travel.



Must be able to lift up to 15 pounds frequently, up to 50 pounds occasionally. Must be able to push and pull carts and equipment weighing in excess of 250 pounds in the event of an emergency.

OTHER

Regional Hotel Director may be required to work varying schedules as dictated by the business needs of the company. This includes attendance at all scheduled brand and job specific training sessions and meetings. May require nights, weekends, and holidays.

Consistent attendance in accordance to the standards and policies set forth by Braintree Hospitality must be maintained and is an essential element of the success in this role. If the Regional Hotel Director is unable to meet these requirements, he/she will be subject to disciplinary action in accordance with corporate policies, up to and including termination of employment.

How to Apply

Submit resume and cover letter to careers@bt-hosp.com

Equal Opportunity Employer

Braintree Hospitality is an equal opportunity employer and does not discriminate against otherwise qualified applicants on the basis of race, color, creed, religion, age, sex, marital status, national origin, ancestry, disability, handicap or veteran status.

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