



MANGALIS HOTEL GROUP (MHG) RECRUITING FOR ONE OF ITS HOTELS CURRENTLY OPENING HOTEL MANAGER (M/F)

JOB DESCRIPTION

- **Job title:** Hotel Manager
- **Type of establishment:** 3-star hotel
- **Location:** Dakar
- **Reports to:** General Manager Cluster
- **Supervises:** Operational team (Reception, Housekeeping, F&B, Maintenance, Customer Experience, etc.)

Mangalis Hotel Group – A unique combination of natural materials backed by bold technology.

Founded by Teyliom Group in 2012, Mangalis is set to revolutionize the African hotel industry through its three brands: NOOM Hotels (high-end segment), SEEN Hotels (mid-range) and YAAS Hotels (economy lifestyle).

Mangalis' goal is to become a benchmark for the African hotel sector by offering rooms, suites, and residences recognized worldwide for their innovation, quality, and excellence.

GENERAL RESPONSIBILITIES:

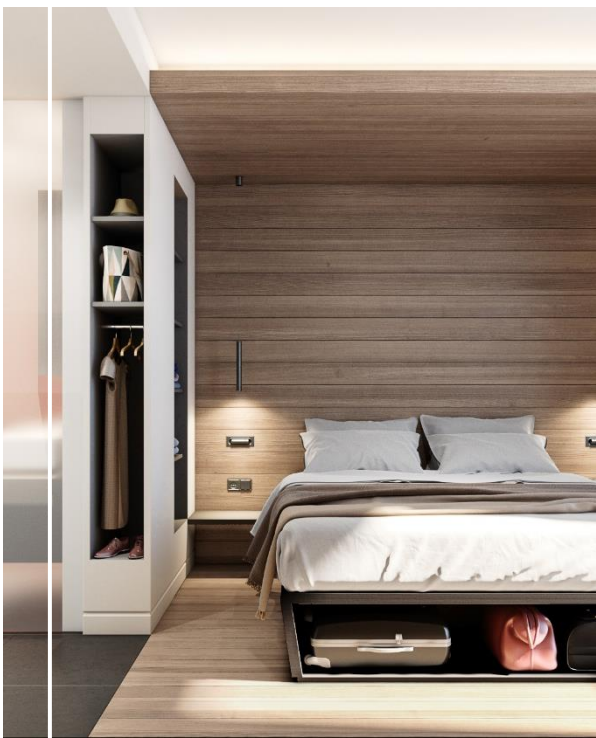
The Hotel Manager is responsible for the overall management of the hotel. He/she ensures an immersive and distinctive customer experience while optimizing economic performance, service quality, and team cohesion. He/she embodies the lifestyle spirit of the establishment through hands-on management, attention to design, personalized service, and the overall atmosphere.

ORGANIZATIONAL STRUCTURE:

The Hotel Manager reports to the company's General Manager Cluster.

JOB DESCRIPTION:

- Supervise daily operations: accommodation, catering, housekeeping, maintenance, customer service;
- Lead team meetings and coordinate departments to ensure a smooth experience;
- Ensure compliance with quality standards and internal procedures.
- Embody the hotel's identity (welcome, atmosphere, event programming);
- Be present on the ground, close to customers, with a modern and authentic hospitality approach;
- Manage customer satisfaction and feedback via digital channels (online reviews, social media);
- Participate in the development and monitoring of the hotel's budget.
- Monitor key performance indicators: satisfaction rates, occupancy rates;
- Collaborate with the marketing department to develop the hotel's reputation;
- Participate in the creation of events and experiences that set the hotel apart (music, art, design, gastronomy).





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REQUIRED PROFILE:

- ✓ Bachelor's or Master's degree in hospitality, administration, or management.
- ✓ Significant experience (5 to 8 years) in a similar position.
- ✓ Fluency in French and English required; a third language is an asset.

KEY SKILLS FOR SUCCESS:

- Customer focus, ethics, and values.
- Proven team management and leadership skills.
- Strong ability to manage operations in a dynamic and demanding environment.
- In-depth knowledge of trends and issues in the luxury hotel sector.
- Excellent interpersonal skills, initiative, and results-oriented.
- Good communication skills, proactive and motivated.
- Open-minded, positive attitude and highly adaptable, flexible in dealing with the unexpected, ability to work in a diverse environment.
- Knowledge of best practices in hotel management and applicable laws and regulations.
- Good knowledge of hotel management software would be a plus.
- Excellent customer service skills.
- Ability to solve problems and make decisions.
- Reliability and ability to multitask.
- Excellent leadership skills and great attention to detail.
- Advanced level of English required.

MANGALIS' CORE VALUES:

- Prioritizing the customer and placing them at the heart of our business,
- Honesty,
- Respect,
- Innovation,
- Proactivity,
- Adaptability,
- Ability to work in a cosmopolitan environment,
- Ability to work under pressure.

HOW TO APPLY:

- Send an email to: careers@mangalis.com
- Include the job reference "HM YHR" in the subject line.
- Provide a resume and cover letter.
- Application deadline: July 10, 2025.