



MANGALIS HOTEL GROUP (MHG)

RECRUITING FOR ONE OF ITS HOTELS IN AFRICA _____

GENERAL MANAGER (M/F)

GENERAL INFORMATION :

- **Job title:** HOTEL MANAGER (M/F)
- **Job level :** Comité Exécutif
- **Catégorie:** Cadre
- **Report to :** Board of Directors / CEO Mangalis Hotel Group
- **Oversee :** All the HOD
- **Location:** Africa

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 incumbent will oversee all aspects of hotel management in accordance with the mission, vision, policies, and standard operating procedures.

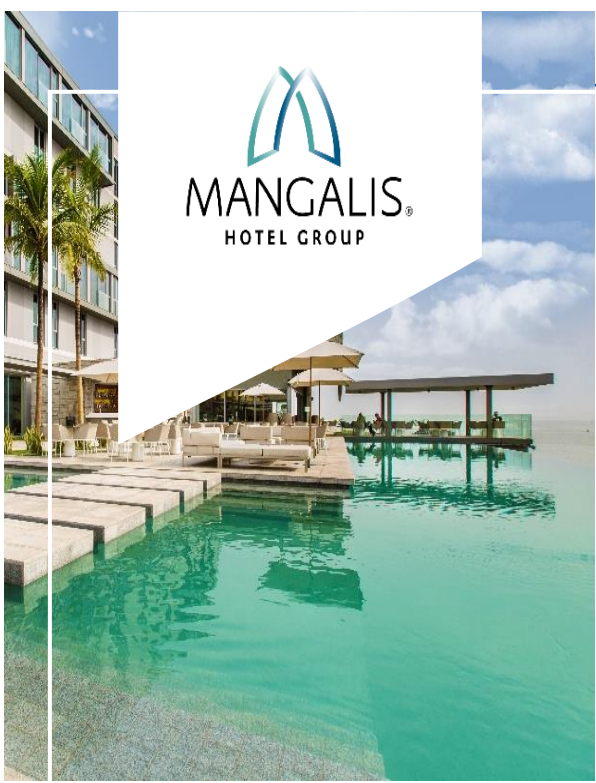
He or she will be responsible for maximizing financial performance, achieving optimal customer satisfaction, and maintaining a good working environment in order to meet all objectives set within the established quality standards.

ORGANIZATIONAL STRUCTURE:

The General Manager of the hotel is a member of the company's Board of Directors and reports to the COO and CEO of Mangalis Hotel Group. He directly supervises all hotel departments.

JOB DESCRIPTION :

- Establish the business plan, develop the strategy, budgets, and forecasts for the hotel to ensure the profitability and smooth operation of the establishment.
- Manage budgets/expenses, analyze and interpret financial information, and monitor sales and profits.
- Monitor the hotel's performance by reviewing and analyzing customer satisfaction systems and financial reports. Initiate corrective action if necessary.
- Maintain product and service quality standards by conducting ongoing evaluations and analyzing complaints.
- Develop and implement a marketing and sales strategy in line with brand recommendations to promote the hotel's services and maintain a high level of visibility for the hotel.
- Ensure that the hotel complies with approved staffing guides and participate in the recruitment of new employees.
- Supervise work at all levels (receptionists, kitchen staff, maids, office staff, etc.) and set clear objectives.
- Plan activities and assign responsibilities to achieve the most efficient operating model.
- Ensure the motivation, cohesion, and development of the hotel team.
- Communicate with guests as needed and assist them whenever necessary (welcoming them to the establishment, handling complaints, finding solutions to problems, providing information, etc.).
- Ensure good communication between different departments.
- Implement all company policies and SOPs.
- Maintain the general condition of the hotel building, regularly inspect the premises, and strictly enforce health and safety standards.
- Collaborate with third parties: suppliers, service providers, travel agencies, event/conference organizers, etc.
- Manage relationships with stakeholders, including VIP guests, business partners, and public authorities.





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DESIRED PROFILE:

- ✓ Significant experience as General Manager in a 4- or 5-star international hotel chain in an identical or similar position.
- ✓ Bachelor's degree, 4- or 5-year degree in hotel management or equivalent qualification..

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.
- Problem-solving and decision-making skills.
- 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 "DG NH" in the subject line.
Provide a CV and cover letter.
Application deadline: June 26, 2025.