



MANGALIS HOTEL GROUP (MHG) IS RECRUITING

HOTEL GENERAL MANAGER (H/F)

Job Title: Hotel General Manager (M/F)

Position Level: Executive Committee

Category: Senior Executive

Reports to: Board of Directors / CEO – Mangalis Hotel Group

Supervises: All Heads of Department (HODs)

Mangalis Hotel Group represents a unique combination of natural materials enhanced by bold technological innovation. Founded in 2012 by Teyliom Group, Mangalis is set to revolutionize the African hospitality industry through its three brands:

NOOM Hotels (upper upscale segment)

SEEN Hotels (midscale segment)

YAAS Hotels (economy lifestyle segment)

Mangalis' ambition is to become a benchmark in the African hospitality sector by offering rooms, suites, and residences internationally recognized for their innovation, quality, and excellence.

GENERAL MISSIONS

The position holder will oversee all aspects of hotel operations in accordance with the company's mission, vision, policies, and standard operating procedures.

ORGANIZATIONAL STRUCTURE

The Hotel General Manager reports to the Company's Board of Directors and to the CEO of Mangalis Hotel Group. The General Manager directly supervises all hotel departments.

JOB RESPONSIBILITIES

Establish the hotel business plan and develop strategy, budgets, and forecasts to ensure profitability and smooth operations.

Manage budgets and expenses, analyze and interpret financial data, and control sales and profits.

Monitor hotel performance through analysis of guest satisfaction systems and financial reports; initiate corrective actions when necessary.

Maintain product and service quality standards through continuous evaluations and complaint analysis.

Develop and implement a marketing and commercial strategy in line with brand guidelines to promote hotel services and maintain strong visibility.

Ensure compliance with approved staffing guides and participate in the recruitment of new employees.

Supervise work at all levels (front desk, kitchen staff, housekeeping, office staff, etc.) and set clear objectives.

Plan activities and allocate responsibilities to achieve the most efficient operating model.

Ensure team motivation, cohesion, and development.

Communicate with guests as needed and assist whenever required (welcoming guests, handling complaints, resolving issues, providing information, etc.).

Ensure effective communication between all departments.

Implement all company policies and standard operating procedures (SOPs).

Maintain the overall condition of the hotel building, conduct regular inspections, and strictly enforce health and safety standards.

Collaborate with third parties: suppliers, service providers, travel agencies, event and conference organizers, etc.





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IS RECRUITING

HOTEL GENERAL MANAGER (M/F)

REQUIRED PROFILE

Significant experience as a General Manager in a 4- or 5-star international chain hotel in a similar or identical role.

Bachelor's degree or equivalent (Bac+4/5) in Hospitality Management or related field.

KEY SKILLS FOR SUCCESS

Strong customer orientation, 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 challenges in the luxury hospitality sector.

Excellent interpersonal skills, initiative, and results-driven mindset.

Strong communication skills; proactive and motivated.

Open-mindedness, positive attitude, adaptability, flexibility, and ability to work in diverse environments.

Knowledge of hospitality management best practices and applicable laws and regulations.

Good knowledge of hotel management software is an asset.

Excellent customer service skills.

Strong problem-solving and decision-making abilities.

Reliability and ability to multitask and work under pressure.

Excellent leadership skills and strong attention to detail.

Advanced level of English is mandatory.

CORE VALUES OF MANGALIS

Putting the customer at the heart of everything we do

Honesty

Respect

Innovation

Proactivity

Adaptability

Ability to work in a cosmopolitan environment

HOW TO APPLY

Send an email to: careers@mangalis.com

Subject line: "GMH"

Attach: CV & Cover letter

Application deadline: February 20, 2026

