

SEEN RANHOTEL BOUAKE

IS RECRUITING

HOTEL MANAGER

POSITION DETAILS

- ✓ **Job Title:** Hotel Manager
- ✓ **Level:** Executive Committee
- ✓ **Reports to:** CEO, Mangalis Hotel Group
- ✓ **Supervises:** Executive Committee members
- ✓ **Location:** Côte d'Ivoire / Bouaké

Seen Hotels combines natural materials with bold technological innovation. Trendy, distinctive, and connected via high-capacity Wi-Fi networks, Seen Hotels is revolutionizing the midscale hospitality market. At the heart of the Seen concept, we have created one of the most original and relaxing room experiences in this segment. Strategically located near business districts or major airports, the brand is designed primarily for business travelers and urban getaways.

Guests enjoy the friendly and lively atmosphere of Seen while relaxing in our lobby lounge areas. The brand also attracts young local elites who want to see and be seen. Built to the highest quality standards, some properties can even position themselves within the upscale or urban resort segment. Clearly ahead of its time, Seen Hotels is African at heart and fully trendy in both design and guest experience.

POSITION OVERVIEW :

The successful candidate will be responsible for managing the Seen Ran Hotel Bouaké, which opened in December 2023 and has 60 rooms. You will oversee all aspects of hotel operations in accordance with the mission, vision, policies, and standard operating procedures of Seen Hotels. You will be responsible for maximizing financial performance, achieving optimal guest satisfaction, and fostering a positive work environment to meet all objectives in line with established quality standards.

ORGANIZATIONAL STRUCTURE :

The Hotel Manager reports to the Board of Directors and directly to the CEO of Mangalis Hotel Group. They directly oversee all hotel departments.

JOB DESCRIPTION

- Develop the business plan, define the strategy, budgets, and forecasts for the hotel in order to ensure profitability and smooth operations.
- Manage budgets and expenses, analyze and interpret financial information, and monitor sales and profitability.
- Monitor hotel performance by reviewing and analyzing customer satisfaction systems and financial reports. Initiate corrective actions when necessary.
- Maintain quality standards of products and services through continuous evaluations and complaint analysis.
- Develop and implement a marketing and commercial strategy in line with brand recommendations to promote hotel services and ensure strong visibility.
- Ensure the hotel complies with approved staffing guidelines and participate in recruiting new employees.
- Supervise operations at all levels (front desk, kitchen staff, housekeeping, administrative staff, etc.) and set clear objectives.
- Plan activities and allocate responsibilities to achieve the most efficient operating model.
- Ensure team motivation, cohesion, and development.
- Interact with guests as needed and assist them when required (welcome guests, handle complaints, resolve issues, provide information, etc.).
- Ensure effective communication between departments.
- Implement all company policies and standard operating procedures (SOPs).
- Maintain the overall condition of the hotel building, regularly inspect facilities, and strictly enforce health and safety standards.
- Collaborate with third parties: suppliers, service providers, travel agencies, event/conference organizers, etc.
- Maintain relationships with public authorities.

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PROFILE REQUIRED :

- Bachelor's degree (Bac+4/5) in Hospitality Management or equivalent.
- Minimum of 5 years of experience in an international 3- or 4-star hotel chain in a similar role.

KEY SKILLS :

- Customer-oriented mindset, strong ethics and values.
- Analytical skills.
- Strong communication skills; proactive and motivated.
- Open-minded, positive attitude, adaptable and flexible in handling unexpected situations, ability to work in diverse environments.
- Knowledge of hotel management best practices and applicable laws and regulations.
- Familiarity with hotel management software is a plus.
- Excellent customer service skills. Strong problem-solving and decision-making abilities.
- Reliable, able to multitask and work under pressure.
- Excellent leadership skills and strong attention to detail.
- Advanced level of English is an asset.

HOW TO APPLY

Please send your **CV and cover letter**, specifying the **job title**, to: careers@mangalis.com

Deadline: March 31, 2026