

MISSIONS OF HOPE INTERNATIONAL
JOB DESCRIPTION

Position: Business Operations Officer
Reports to: Senior Accountant
Supervises: Food & Beverages Officer, Front Office Assistant, Housekeeper/Caretaker
Department: Sustainability Programs

Overall Job Purpose:

The Business Operations Officer is responsible for the overall operation and success of the Guest House, ensuring exceptional guest experiences, efficient operations, and financial performance and oversees all departments ensures they work cohesively towards achieving the hotel's goals. This role requires strong leadership, strategic thinking, and a customer-centric approach to hotel management.

Duties and Responsibilities:

1. Strategic Leadership:

- Develop and implement strategies to achieve the guest house's financial goals, including revenue generation, cost control, and profit maximization.
- Provide visionary leadership to drive continuous improvement and innovation in all aspects of guest house operations.
- Set goals and objectives for departmental heads and ensure alignment with the guest house's mission and vision.

2. Guest Satisfaction:

- Foster a culture of exceptional guest service throughout the hotel.
- Monitor guest feedback and implement strategies to enhance guest satisfaction and loyalty.
- Lead by example in delivering personalized service and resolving guest concerns effectively.

3. Operational Management:

- Oversee all guest house operations, including front office, housekeeping, food and beverage, maintenance, and security.
- Ensure compliance with licensing laws, brand standards, health and safety regulations, industry best practices and other statutory regulations.
- Conduct regular inspections of the property to maintain quality standards and address any issues promptly.

4. Financial Management:

- Develop and manage the guest house's budget, closely monitoring revenue and expenses.
- Ensure proper book keeping and receipting for guest stays, cafeteria patronage and other sales.
- Analyze financial performance reports and implement corrective actions as needed to achieve budget targets.
- Negotiate contracts with suppliers and vendors to optimize costs and maintain quality standards.

5. Team Leadership and Development:

- Recruit, train, and develop a high-performing team capable of delivering exceptional service.
- Provide ongoing coaching and training programs and to employees to foster professional growth, career advancement and skills development in their areas of operation.
- Conduct regular performance evaluations and provide valuable feedback to staff for productivity improvement.

- Foster a positive work environment that promotes teamwork, collaboration, and employee engagement.
6. **Sales and Marketing:**
- Develop strategies to drive revenue and occupancy.
 - Build relationships with corporate clients, travel agents, and local businesses to increase business opportunities.
 - Stay abreast of market trends and competitor activities to identify opportunities for growth and differentiation.
7. **Perform any other duties as assigned from time to time by the supervisor**

Qualifications and Skills:

- Bachelor's degree in Hospitality Management, Business Administration, or related field.
- Proven experience as a Hotel Manager or similar leadership role in the hospitality industry.
- Must be a person of unquestionable integrity and strongly upholds Christian values.
- Strong financial acumen with experience in budgeting, financial analysis, and revenue management.
- Excellent communication and interpersonal skills, with the ability to build relationships and influence stakeholders at all levels.
- Strategic thinker with a track record of developing and executing successful business strategies.
- Strong leadership abilities, with the capacity to inspire and motivate teams to achieve excellence.
- Sound decision-making skills, with the ability to prioritize tasks and solve problems effectively.
- Proficiency in hotel management software and Microsoft Office suite.