

IML VACANCIES SEPTEMBER 2021

JOB DESCRIPTIONS

GOLDEN CRANE HOTEL

Position	General Manager
Location	Isingiro, Western Uganda
Total Vacant Post	1
Reports to:	Managing Director

Overview

Golden Crane is a well established 4 start Hotel in Uganda, and we are seeking a well qualified, experienced and motivated General Manager to manage one of their properties. We are seeking to fill the following Positions;

Role/Responsibilities of General Manager - Golden Crane Hotel

- Organize and coordinate guest house operations to make certain most efficiency.
- Manage the front office and delegate the function to different body of workers whilst not round.
- Recruit, supervise and evaluate guest house body of workers according to FOB standards.
- To oversee the coaching of the guesthouse budgets
- Oversee the stock ins and outs and ensure a well timed re-ordering / buy.
- Fully accountable for all the resources inside the guesthouse.
- Resolve non emergency guest troubles and report unusual pastime and incidents to the Head of Finance and Administration.
- Contact suitable humans in case of an emergency and offer complete a record of action taken
- Responsible for taking part in the improvement and implementation of approaches referring to guests.

Qualifications, Skills and Experience

- Diploma / Degree in Hotel Management or related field - Essential
- A minimum of 2-5 years experience in General Management of Hotel / Safari Lodge / Resort.
- Working knowledge of legislation applicable to the Hospitality Industry;
- Understanding of Marketing, Sales and channel principles and processes;
- Excellent people, interpersonal and listening skills
- Ability to work well under pressure in a complex and rapidly changing environment.
- Must be entrepreneurial and a self-starter that thrives on achieving exceptional results.
- Ability to forecast market conditions and strategically develop a business plan accordingly.
- Must be detail -oriented and deliver outstanding customer service, and maintain a pristine property.
- The ability to be a great leader and motivate a team
- A can-do, guest-pleasing attitude
- Ability to work a flexible schedule

Position	Receptionist
Location	Isingiro, Western Uganda
Total Vacant Post	1
Reports to:	Hotel Supervisor

Role/Responsibilities of General Manager

- Answer and direct phone calls
- Distribute mail
- Act as first point of contact for visitors
- Undertake all front desk duties and ensure that all guests are attended to
- Ensure that complaints are handled in an effective and courteous manner
- Ensure that reservations, bookings, and cancellations are recorded accurately
- Control the Hotel keys

Qualifications, Skills and Experience

- A Diploma in Catering and Hotel Management, Leisure and hospitality or travel and Tourism or related course
- A minimum of 2-5 years experience in Reception Management preferably in the hospitality sector
- Ability to maintain a positive attitude
- Excellent people, interpersonal and listening skills
- Ability to work with minimum supervision
- Age Limit: 23 - 35 years

Position	House Keeper
Location	Isingiro, Western Uganda
Total Vacant Post	1
Reports to:	Hotel Supervisor

Role/Responsibilities of the House Keeper

- Ensure cleanliness of the Guest rooms and the surroundings
- Change sheets and make beds & ensure availability of towels and other bathroom items, such as shampoo
- General Cleaning, like cleaning windows and furniture
- Sign for accommodation items from the linen store and account for them.
- Ensure that all equipment in the rooms are in good order and functioning.

Qualifications, Skills and Experience

- Senior Secondary Certificate
- Three years relevant working experience in the Hospitality industry, working preferably in the House Keeping department.
- Ability to work with minimal supervision
- Good interpersonal relationships

Position Chef
Location Isingiro, Western Uganda
Total Vacant Post 1
Reports to: Hotel Supervisor

Roles and responsibilities

- Lead, mentor, and manage culinary team.
- Develop and plan menus and daily specials.
- Create prep lists for kitchen crew.
- Manage food costing and inventory.
- Maintain standards for food storage, rotation, quality, and appearance.
- Ensure compliance with applicable health codes
- Willingness to learn. Becoming a chef can be a hands-on learning experience, and like they say, practice does make perfect. ...
- Food preparation and presentation.
- Producing meals on time and serving right meals at a right time.
- Determine the best methods of preparation for individual food taste

Competencies / Abilities

- Ability to Skillfully Multitask,
- Creativity,
- Time management,
- Teamwork and deal with diverse responsibilities,
- Interpersonal skills,
- Problem-solving and creative work approach,
- Knowledge of health hazards in food service and precautionary measures.

Knowledge / Qualifications and Experience

- High School Diploma or Certificate in catering

Application Deadline **October 01, 2021**

VISIT THE IML WEBSITE www.iml.ug FOR JOB DESCRIPTION DETAILS AND APPLICATION PROCESS

EMAIL APPLICATION TO: hrm@iml.ug **with the position you're applying for in the SUBJECT BOX, OR HAND DELIVER TO:**

INTERNATIONAL MEDICAL LINK

PLOT 107- BUGANDA RD, AFRI-COURTS BUILDING, GROUND FLOOR