

Director of Rooms

Location: Guangzhou

Sector: Hotels, Food & Beverage

Starting date: ASAP

Department: Rooms/Rooms office

Report to: General Manager

Job Reference: CDS-2024-018

ABOUT THE COMPANY

Conveniently located in the heart of the city, our client boasts 828 exquisite guest rooms & suites, 151 fully appointed apartments and 471 offices, a grand Convention Hall and 9 multi-function rooms and 9 international restaurants and bars, comprising one two-Michelin-starred Restaurant, one one-Michelin-starred Restaurant, and two restaurants with the Michelin Guide Selected Restaurant. It also provides executive lounge, health club, business center, shopping arcade, parking lots, banks ticketing service, and limousine service.

MISSION

The director of rooms service is the administrative and business department of the department and is responsible for the overall work of the department. Under the leadership of the general manager, the director of rooms service shall carry out the reception of the front desk, the guest room service and the supporting of various service, guarantee the work, and finish the daily work tasks of the department. The director of rooms is responsible to implement the resolutions of the hotel administration and ensure the completion of the various tasks of the hotel administration through scientific, standardized and programmed management.

RESPONSIBILITIES

- Strictly follow the rules and regulations of the hotel and the working procedures of the department, preside over and participate in the formulation, implementation and daily work of the department work plan.
- According to the change and development of the market, formulate the management development plan of the department, put forward the suggestion of renewing and reforming the department and increasing the management service project, and organize and implement it with the approval of the hotel administration.
- The organization shall formulate the operating budget of the department, control the operation cost, and review the relevant statements of the operation business of each division, and put forward the problems in time and formulate the rectification measures. To make comments or suggestions to the

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relevant departments about the completion of the operating budget, the price of the house, the rate of opening the house and the rate of material consumption, etc.

- Pay attention to the arrangement of major reception tasks, large business groups and important meetings, supervise and inspect the reception services of each branch, and provide high quality and fast service for guests.
- Strengthen service quality supervision, improve service quality level, provide safe and high-quality service for guests; Maintain customer information and make work improvement suggestions on relevant information.
- Passion for our client's Brand.
- To carry out the ideological and political work and professional training of staff, to establish channels for staff to put forward reasonable opinions and suggestions, and to set up channels for staff to put forward reasonable opinions and suggestions. To assess the performance of the staff.
- Responsible for department safety and fire prevention, production safety.
- In addition to the above-mentioned work, temporary work arranged by the Company shall be accepted.

REQUIREMENTS

- Have comprehensive knowledge of modern hotel management and room management experience, able to develop and implement room sales strategy;
- Mastery of the operating rules of the housekeeping department, with strong organizational leadership, coordination and control ability;
- Well-disciplined with good service concept.
- High sense of responsibility, good dedication, enthusiastic and proactive work attitude;
- Good social skills, verbal and written expression skills, able to use English proficiently in practical work. Spanish referred.
- Cheerful, healthy, energetic and quick thinking.

APPLICATION

Please send your resume and your motivation letter to:

sc-recruitment@ccifc.org

Mail subject: Your name | Job title - location [Job reference]

Ex. Your name | Director of Rooms – Guangzhou [CDS-2024-018]

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