

## General Manager – Fairfield by Marriott Warrensburg

Do you enjoy setting goals and accomplishing them with and through a team of people? Do you move quickly through your day enjoying a variety of projects? If you pride yourself on your ability to prioritize and create an amazing customer experience, we have an exciting opportunity for you to take the lead role as General Manager of the platinum-award winning Fairfield by Marriott Warrensburg. Our two-year old hotel finished 2018 ranked in the top 1% of Fairfield's in North America and has an outstanding and engaged associate team who takes ownership of our hotel and our guests. A strong leadership track record is required, as are a strong work ethic, positive attitude and commitment to leading a service-oriented team. Thanks for your interest in joining us!

### Who we are

TS2 Hospitality ([www.ts2hospitality.com](http://www.ts2hospitality.com)) is part of Ehrhardt Properties, a family-owned, Missouri-based company with over 30 franchised hotels in Missouri, Illinois, Kansas and Oklahoma and a brand portfolio including Marriott, Hilton, IHG, Choice, and Wyndham. TS2 includes our platinum-award winning Fairfield By Marriott in Warrensburg MO (opened 2017), the Holiday Inn Express Olathe West (opened 2019) and several hotels under development in the greater Kansas City area. Our hands-on ownership team combines decades of hotel management experience with a commitment to serving our employees, delivering excellent guest experiences and a positive and engaged culture.

**Our mission:** TO SERVE...Our guests, our community, and each other.

**Our vision:** To be the **first choice** and **return choice** for lodging in our area; to be the **best employer** in our area; and to develop and maintain our reputation as a **great community partner**.

### Our values:

- We have a servant's attitude.
- We believe in honesty above all, to all.
- We seek first to understand each other.
- We do everything with energy and passion.
- We believe that the whole is greater than the sum of the parts.
- We are award winning hotels.
- We have fun!

We are proud to serve the Warrensburg community as an equal opportunity employer and are committed to a policy of non-discrimination in employment on any basis including race, color, age, sex, religion, handicap or national origin.

## **Job summary**

The General Manager is the CEO of the hotel, owning all aspects of operations and revenue generation. The GM is responsible for creating a culture of service and success at all levels of the organization. Our ideal candidate has a proven track record of delivering results, leading by example, and serving guests and employees. This position reports to the managing partner.

## **Duties and responsibilities**

- Serve as the “cultural champion” of our hotel, ensuring that our associate team is engaged, appreciated, challenged and committed to serving our guests and each other.
- Collaborate with ownership to develop an annual budget and achieve targets for revenues, expenses and owner returns.
- Recruit, hire, and train a team of dedicated associates who deliver excellent customer service as measured by IHG guest satisfaction metrics.
- Oversee sales and marketing efforts and assist sales coordinator in maximizing revenue and ensuring all associates drive lead and revenue generation. Everyone sells!
- Implement and manage proactive facility cleaning and maintenance programs.
- Implement company HR policies and procedures and maintain appropriate records.
- Maintain tight financial controls to protect company and guest financial information.
- Ensure continued compliance with Marriott brand standards and initiatives.
- Understand hotel systems and review appropriate reports daily to maximize revenue.
- Oversee planning and coordination of company meetings, events, celebrations and community involvement initiatives.

## **Qualifications and requirements**

- Committed to leading and serving employees to create a healthy and positive culture.
- Excellent leadership, relationship and communication skills and experience.
- Strong work ethic, organizational skills and attention to detail.
- Strong computer skills.
- Flexible schedule (available days, evenings and weekends).
- Strong delegation skills (balance maintaining appropriate controls vs. giving your team room to learn, grow and succeed on their own).
- Two years’ experience in a hotel general manager position preferred.

## **Compensation and benefits**

- Competitive salary and incentive package based on experience and qualifications
- Shared health, vision and dental insurance plans
- Paid vacation
- 401(k) plan with employer match
- Performance-based bonus plan
- Employee referral bonus plan
- Tuition reimbursement plan
- Annual compensation reviews