JOB DESCRIPTION – General Manager

POSITION SUMMARY

The General Manager is responsible for achieving optimal Patient, Patient guest and Caregiver satisfaction and establishing a good working environment to attain all set objectives. To achieve this, the General Manager should run Food Services of the Hospital in accordance with the Standard Operating Procedures and Policies as set out by the client and company. The General Manager shall introduce innovative solutions to continually upgrade the services to the Patients and their Guests. The General Manager will have overall profit & loss (P&L) responsibility. The General Manager is responsible for effective planning, delegating, coordinating, staffing, organizing, and decision making to attain desirable profit making results for the facility.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

HEALTH AND SAFETY

- Implements company and client health, safety, environment and quality (HSEQ) policy & procedures
- Ensures that cleanliness of premises and equipment are maintained
- Ensures that Client, company and statutory food & hygiene standards are maintained
- Ensures that the team operates in a safe and efficient manner
- Ensures manual handling, PPE and chemical protocols are followed
- Ensures uniform is clean and personal hygiene requirements are maintained by the team
- Investigates and assesses hazards, risks and incidents implementing the necessary procedures and policy
- Conducts regular checks of all equipment, reporting any faults as per the prescribed procedure
- Familiar with all Emergency codes and knows what to do in the event of an emergency

PLANNING AND ORGANISING

- Responsible for ensuring that the contractual obligations at the Facility are met on time and on budget
- Coordinates with Department Heads schedules for all areas of operations
- Ensures that administration requirements are adhered to and reports are submitted on time as stipulated.
- Takes an active interest in trends within the industry and makes suggestions for improvement of the operation

STOCK CONTROL AND MONITORING

- Ensures, through the Department Heads that the various sections are adequately stocked
- Ensures, through the Department Heads that consumable and non-consumable goods are ordered, correctly stored and issued to the various Departments correctly
- Ensures, through the Department Heads, purchase orders are issued and invoices checked against goods received addressing any discrepancy to the Hospitality General Manager
- Ensures, through the Department Heads that regular stocktakes are conducted and inventoried against established, Facility-specific, par levels
CUSTOMER SATISFACTION

- Ensures prompt and efficient service at all times
- Ensures that the team maintain a high level of personal presentation, wearing correct uniform and offering a professional, courteous and friendly service.
- Attends to customer complaints promptly with professionalism, empathy, providing feedback and initiating corrective action where required
- Monitors overall customer satisfaction following up satisfaction survey results, comment cards, emails, letters and phone calls

PEOPLE MANAGEMENT

- Ensures that Departments are correctly staffed at all times
- Ensures that the most suitably qualified team member is appointed in the event of a vacancy and approves the recruitment of all team members
- Motivates the team by creating a stimulating, positive and energetic work atmosphere
- Ensures that regular on-the-job training is taking place as per the agreed standard, in coordination with the L&D Manager
- Through the Department Heads Checks and approves all team members timesheets/payroll and approves leave requests
- Conducts regular performance appraisals for the team, identifying areas for development and ensuring that all training is effective
- Ensures that all team member grievances are investigated using the correct procedure and taking the appropriate action

FINANCE MANAGEMENT

- Responsible and accountable for the financial performance of the facility.
- Responsible for meeting or exceeding budgetary and agreed performance targets.
- Develops improvement actions, carries out costs savings;
- Guards / controls costs and expenditure
- Prepares a monthly financial report

MAIN DUTIES

- Safeguards quality of operations (internal & external audits)
- Coordinates planning of Department Heads and Assistant Managers with regard to timetables, work schedules, employment of employees within the different services; solving of bottle necks
- Coordinates the execution of activities via instructions to the Heads of Departments, supervision of the execution;
- Is accountable for responsibilities of department heads in their absence.
- Leads various internal and external meetings
- Supervises the fulfilment of the regulations of employment, legalization, Occupational Health & Safety Act, HACCP, fire regulations and other legal requirements
- Oversees the correct use of Company's corporate identity.
- Maintains contacts with public authorities
- Sets and achieving sales and profit targets;
Analyses sales figures and devising marketing and revenue management strategies;
- Meets and greets important customers;
- Addresses problems and troubleshoots
- Deals with contractors and suppliers;
- Carries out periodic inspections of property and services;

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATION REQUIRED
- Degree/Diploma in Food Service/Production or equivalent is required
- Degree/Diploma in Business Management or equivalent (preferred, not essential)
- Current First Aid Certificate (preferred, not essential)
- Advanced Food Hygiene Certificate

EXPERIENCE
- Minimum of ten to twelve (10 to 12) years’ experience in a similar role within a Hospital F&B department or similar environment such as a Flight Kitchen / 5 – 7 Star hotel is required.
- Two years Middle East and/or regional experience required

PERSONAL QUALITIES
- Friendly and calm temperament
- Flexible and tolerant in high pressure environments
- Enthusiasm and a positive attitude
- Confident at communicating clearly and effectively in a culturally diverse environment
- Excellent standard of personal presentation & hygiene
- Disciplined, with a strong work ethic
- Ability to motivate and lead a team

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:
- Ability to work under pressure and to tight deadlines
- Strong conflict & complaint resolution skills
- Strong customer service skills
- Previous experience leading and managing a small team in a diverse multicultural environment
- Strong communication skills
- Leads by example, demonstrating a high level of patience, calmness and positivity in the workplace
- Solid attention to detail and time management skills
- Demonstrates an up-to-date and in-depth understanding of the industry
- Displays ability to be decisive and able to react to unforeseen difficulties
- Assists with training of all new team members
- Demonstrates excellent work ethic with schedule flexibility determined by the business needs
- Fluent in spoken and written English
- Ability to communicate in Arabic is desirable
- Basic Microsoft Office skills, including word & excel

### ADMINISTRATIVE DETAILS

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<th>JOB LOCATION:</th>
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**ISSUED BY:**

**ISSUED TO:**

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**DATE:**

**DATE:**

**NAME:**

**NAME:**

**TITLE:**