

## GENERAL MANAGER - PROTEA HOTEL ZAMBEZI

### Key Responsibilities:

- Oversee the overall operation of the hotel.
- Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure full compliance of Hotel operating controls, SOP's, policies, procedures and service standards.
- Handling complaints, and oversee the service recovery procedures.
- A strong understanding of P&L statements and the ability to react with impactful strategies
- Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipment and services.
- Recruitment of staff
- Respond to audits to ensure continual improvement is achieved.
- Corporate client handling and take part in new client acquisition along with the sales team whenever required.

### Required Skills & Qualifications

- Tertiary qualification in Hospitality and Tourism
- 15 years' experience in hospitality industry
- 5-10 years' management experience
- Excellent Communication skills required
- Excellent computer skills

**CLOSING DATE: 31 March 2026**

### APPLICATION PROCEDURE:

Applications should be sent to [recruitment@united.com.na](mailto:recruitment@united.com.na) . Please note that **ONLY** shortlisted candidates shall be contacted. For more information on the positions advertised above visit [www.uaginvestments.com.na](http://www.uaginvestments.com.na)

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