



DIB CLUB
PHNOM PENH

General Manager Job Description

Phnom Penh, March 2022

The Property

Diamond Island Beach Club – *pool lounge & football pitches* on Koh Pich. It has a large landscaped pool, cocktail bar and open-air restaurant, surrounded by shaded lounges and two small football pitches. It also hosts private events and regular parties.

The DIB Club is linked to MAADS, a brand set-up by the founders/operators of several well-known boutique hotels, office park, restaurants, shops, sport club, food-court and residences in Cambodia. Existing operations include Aquation, DIB Club, Treillion Park, Templation, Pavilion, White Mansion, Floatation. A few more businesses are presently under development and we foresee sustained further expansion. All projects have a consistent identity: strong character, great locations, interesting setups and always lots of water and greenery. They are aesthetical, respect architectural heritage and provide a personalised service. MAADS properties ensure fair working conditions to their teams, promote regional culture and responsible tourism, while striving to positively maximise guests' and clients' experience of our destinations.

See www.maads.asia for more details.

Job summary

Ensure outstanding day-to-day management and operation of the Club, its F&B outlets, ongoing activities and ambitious upcoming developments.

Detailed Responsibilities

- Effectively lead the Team and recruit new Team Members as need be.
- Supervise the schedule, leaves and any Team issues.
- Ensure top safety throughout the site at all times (for the Team, Guests, facilities).
- Ensure highest guest satisfaction is achieved, along with quick and efficient service.
- Supervise the F&B, ensuring top hygiene and freshness standards.
- Constantly monitor the Teams' capacity and conduct empowering ongoing training.
- Conduct yearly Teams' appraisals, identifying Team Members that can be promoted.
- Develop and get necessary Standard Operating Procedures implemented.
- Undertake or supervise all necessary administrative works.
- Follow-up on insurances, licenses, patents, Team Members registration, etc.
- Monitor the Point of Sales usage and performance.
- Follow up food-costs and optimize F&B operations' profitability.
- Report food costs and expenditures to the accounting department.
- Prepare quotations for events and functions.
- Regularly suggest the Management new creative dishes and activities.
- Supervise all maintenance and cleaning works (walk through the whole property daily).
- Ensure equipment is kept in perfect condition.
- Supervise the implementation of inventories of equipment, supplies and foods (FIFO).

- From time to time greet guests, provide recommendations and collect their feedback.
- Ensure that dishes meet customer expectations.
- Monitor activities conducted by other restaurants/clubs and original initiatives in the region.
- Maintain permanent contact with marketing team in regards to novelties and events.
- Source and procure excellent products, privileging local production and optimize costs.
- Liaise with food and drinks suppliers and ensure best cost efficiency is achieved.
- Suggest and conceive events in line with our identity and specificities.
- In coordination with colleagues, create an event strategy and efficiently implement it.
- Liaise with event organizers in Phnom Penh and market the club's services.
- Ensure all activities and behaviors respect our positioning and identity guidelines.
- Monitor performance and financial results.
- Permanently liaise the accounting department.
- Generate detailed monthly reports and budget planning.
- Represent the Club at networking events and other meetings.
- Maintain great relations with nearby sister-businesses and GMs.
- Contribute to social media channels, establish contacts with influencers.
- Ensure the Club maintains highest reputation and image.

Profile

- More than 4 years of experience of managing F&B and event operations.
- Professional experience of at least two years in Phnom Penh in related field.
- Knowledge of Cambodian culture and leisure/entertainment trends.
- Strong organizational skills with keen attention to details.
- Fluent in English. Khmer, French, Chinese being a plus.
- Up-to date on new communication and social media, online booking tools.
- Interested/experienced in food, musical and live performance activities.
- Solid team builder with communication skills.
- Reachable 24/7 in case of emergency.
- Able to get on site any time in case of emergency or give responsibility to assigned person.

Reporting

- To Maads Founders.

Schedule

- As need be, 6 days per week.
- Evening and weekend work necessary, attend all events.
- Startup date: ASAP.

Application

- Closing date: 31 March 2022.
- Only locally present candidates will be considered.
- Only shortlisted candidates will be contacted.
- Please send CV (2 pages max), portfolio if any and cover letter to info@maads.asia