



MASENO UNIVERSITY
OFFICE OF THE DEPUTY VICE-CHANCELLOR
ADMINISTRATION, FINANCE AND DEVELOPMENT

DECLARATION OF A VACANCY

In pursuit of its mission and mandate, the University wishes to invite applications from qualified candidates to fill the position of Hotel Manager.

KISUMU HOTEL

General Manager - Grade KH Thirteen (13) One (1) Position - MSU/ADM/IGA/KH/01/23

REQUIREMENTS FOR APPOINTMENT POSTION OF GENERAL MANAGER

GENERAL MANAGER- KISUMU HOTEL

Requirements for Appointment

1. A Bachelor's Degree in Hospitality Management or its equivalent from a recognised institution with Ten (10) years relevant cumulative work experience, five (5) of which must have served at the Senior Management level at a reputable Hotel rated as Three Stars and above;
2. Possession of a Master's degree in Hospitality Management or related area from a recognized institution will give an added advantage;
3. A solid understanding of financial management principles;
4. Strong knowledge of Bar and entertainment industry;
5. Must possess strong communication skills;
6. Demonstrate outstanding leadership;
7. Strategic thinking and problem solving abilities;
8. Ability to work under minimal supervision and withstand work pressure;
9. Should have skills in performance management and proficiency in computer applications;
10. Ability and willingness to work flexible hours including weekends,, holidays and late nights; and
11. Conversant with the latest trends in the Hotel and Hospitality Management.

Duties and Responsibilities

Maseno University is looking for an experienced General Manager for Kisumu Hotel. The successful candidate will be fully in charge of the Hotel and supervise all Heads of departments. He/she will manage and maximise the hotel's resources, achieving optimum standards of service and value to the Hotel guests within profit objectives and in a manner with the Hotel's philosophy and policies. The General Manager, Kisumu Hotel shall report to the Deputy Vice-Chancellor in charge of Administration, Finance and Development for the performance of the following responsibilities:

- (i) Planning and managing catering, accommodation and other Hotel Services;
- (ii) Development and implementation of Hotel Policies;
- (iii) Working closely with the Food and Beverage Department to ensure seamless coordination, monitor food quality and promptly address any issues to maintain high service standards;
- (iv) Preparing budgets and financial planning for the Hotel;
- (v) Seek opportunities to maximize revenue for the Hotel;
- (vi) Ensure efficient and effective Hotel operational systems, processes and policies;
- (vii) Analyse data, anticipate challenges, and proactively implement strategies for operational efficiency and guest satisfaction;
- (viii) Ensure food safety and hygiene protocols are implemented and maintained in the food service areas;
- (ix) Maintenance, renovations, furnishings and improvement of Hotel's Facilities and proper care and control of property, equipment and materials;
- (x) Manage the Hotel's Human Resource;
- (xi) Implement strategies to maximize profitability while maintaining high-quality standards;
- (xii) Support Management reporting, information flow and business processes and organization planning;
- (xiii) Actively collaborate with the Sales and Marketing Department to identify revenue growth opportunities;
- (xiv) Responsible for the preparation, presentation and subsequent achievement of the Hotel's Annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- (xv) Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.
- (xvi) Support and promote marketing functions of the Hotel; and
- (xvii) Performs any other duty as may be assigned from time to time.

Terms of Service

The Terms for the advertised position shall be tenable for a contractual period of three (3) years based on annual performance assessment, upon which the holder shall be eligible to apply for another term.

Application Mode

Ten (10) copies of applications should be submitted together with an updated Curriculum Vitae and copies of the certificates and testimonials. The reference number of the position applied should be clearly indicated. All applications be addressed to;

The Deputy Vice-Chancellor
Administration, Finance and Development
Maseno University
P. O. BOX 333 - 40105
MASENO

So as to reach not later than 6th January, 2024. Any canvassing will lead to automatic disqualification.

Applicants are advised to contact their referees and request them to send their letters of reference to the above address. The referees should write and send their recommendations, under sealed envelopes before the advert deadline. A soft copy (*one running pdf file*) of the applicant must also be sent by e-mail to dvcafd@maseno.ac.ke

N/B: Only short listed candidates will be contacted. Maseno University is an equal opportunity employer and therefore applicants of either gender or persons with disability are encouraged to apply.

