

# Accor professions guide: Operations Manager (m/f)



## What exactly does my mission involve?

- Assist the Hotel General Manager in implementing the brand and hotel strategy, in order to meet targets for quality of service, attitude and profitability for the Rooms and Food & Beverage departments
  - Assure managerial responsibility for all the positions in his or her remit; ensure the team's talents are developed
  - Be responsible for providing innovation and renewal in the hotel's service offer, with particular focus on meetings and events
  - Replace the Hotel General Manager when absent
- Apply on line for the Operations Manager positions

## This profession exists...

...in Group's upscale hotels all over the world.

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[Personality](#) | [Activity](#) | [Qualifications / Experience](#) | [Progression](#)

### Leadership

Ability to work in project mode  
Analytical skills and ability to look at the whole picture  
Good administrative, commercial and communication skills  
Ability to delegate  
Diplomacy and self control  
Thorough and well organised

### Customer relations

Convey the Hotel spirit to guests by playing a "hands-on" role in the hotel, embodying sociability and proximity  
Ensure that the team organisation remains flexible and ready to meet customer needs

### Professional technique / Production

Ensure the quality of the provision of the Rooms, the Food & Beverage and the Meetings services by implementing reference guides for those departments  
Ensure that sub-contractor agreements are aligned with the quality and the profitability targets under his/her responsibility  
Create the impetus for working innovatively and on projects across departments, in particular for

Meetings.

### **Team management**

Ensure that the principles followed by all employees

Help the employees in developing their skills to the highest level possible and provide them guidance to progress

Ensure that the high potentials are followed up effectively and that they are given personalised support

### **Management and Administration**

Improve the team organisation while ensuring an appropriate structure and numbers of staff

Set the sales and expenses budgets of his/her area of responsibility. Follow them up and ensure corrective actions if necessary.

Degree to Masters or equivalent (from university or a specialised sales, hospitality or food & beverage school) with operational experience

8 to 10 years of experience in hospitality or tourism in a large volume business unit.

Fluent in English (and the national language), a 3rd language is a plus

Confirmed experience as a manager

General Manager ou Area Manager

A Group hotel of a different brand or with higher capacity

International mobility