

Albemarle Estate

AT TRUMP WINERY

Albemarle Estate at Trump Winery, a ten room luxury boutique hotel, is seeking a Hotel Manager. This position is responsible for all operations of Albemarle Estate including staffing, facilities, rooms, reservations, housekeeping, front desk, service and amenities, sales, revenue management/rates/packages, and customer service. We provide competitive pay with benefits including great, affordable medical and dental insurance (covering 80% of employee premium and 20% dependent), PTO (paid vacation, sick days, and holidays), 401k eligibility after one year, generous employee discount, travel discounts at Trump Hotels, educational opportunities, paid volunteer days, and more. This position is full time and reports directly to the General Manager and works closely with the Director of Food & Beverage.

ESSENTIAL DUTIES:

- Create a strong team: build morale, motivate team to provide excellent customer service, give direction, set goals/objectives, ensure team is trained according to SOPs with a strong emphasis on Triple-A Standards and Forbes Guidelines
- Interview, train, schedule, manage, coach, lead, and support staff
- Manage performance: ensure adherence to hotel policies; conduct monthly staff meetings; assign work; develop, implement and follow up on action plans review performance; conduct personnel actions such as disciplinary actions and terminations
- Receive and resolve all guest complaints and employee issues by using judgment that aligns with standards, practices, policies, procedures, and brand
- Perform regular inspection of guest rooms, public areas, back of house and work closely with Maintenance staff to resolve issues; instill eye for detail and passion for perfection
- Ensure safety practices and procedures are followed and proper emergency and security procedures are maintained
- Monitor quality assurance scores and/or guest feedback and create specific, measurable, achievable, realistic, and timely action plans to remedy guest service
- Provide accurate reports: employee hours, schedules, pay rates, job changes, etc
- Correspond with group and sales inquiries to answer special requests; answer inquiries pertaining to hotel policies and services
- Organize, confirm and process guest check-ins/ check-outs and adapt for any changes
- Secure payment, verifying and adjusting billing as needed
- Provide guests with room and hotel information, directions, amenities and local interests

REQUIREMENTS:

- Bachelor's degree in Hospitality, Business, or related field, or equivalent education/experience related to hospitality in middle or higher level management
- 3+ years hotel operations experience
- Exhibit high motivation and a sense of urgency when completing tasks
- Must possess a thorough understanding of all areas of the operation
- Ability to build a team and inspire a culture dedicated to exceeding guest expectations
- Be adaptable, have a strong background in guest services in a boutique setting
- Exceptional organizational, interpersonal and communication skills, accuracy and

thoroughness

- Proficient in HMS, CRS, report generation, audit, and analysis, Word, Excel, Outlook
- Ability to work a flexible schedule: may include various times of the day, weekends, and holidays
- Requires standing for extended periods, walking, pushing, pulling and lifting up to 50 pounds, bending, reaching, stooping, kneeling, crouching, moving up and down stairs

See why we've been named "one of the best places to work in Charlottesville". We offer:

- competitive pay
- 80% company paid medical premium with only a \$500 deductible
- 80% company paid dental premium
- 80% company paid vision premium
- vacation, sick, and holiday pay
- 401k
- Generous discounts on wine, merchandise, and hotels
- Monthly wine training opportunities
- Two paid team volunteer days per year

To apply, please email resume and cover letter to careers@trumpwinery.com

Trump Vineyard Estates is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, national origin, disability, age, protected veteran status, or other categories protected by federal, state, and local law.

Trump Vineyard Estates participates in the E-Verify Program (Identity and Employment Eligibility Verification) and uses E-Verify to confirm work authorization. Candidates must be eligible to work in the United States.

Este Empleador participa en E-Verify (Verificación de Documentos de Identidad y Elegibilidad de Empleo).