

## **COCO MARINA**

### **GENERAL MANAGER**

***This position covers restaurant, hotel and charter fishing management.** The general manger takes direction from the owners on completing the following duties. The general manager works alongside the executive chef to ensure efficiency and teamwork. Owners will work with general manager on the following duties on a weekly basis.*

*Must be able to work a varied schedule as needed based on hotel and restaurant occupancy levels and department demands, including AM shifts, PM shifts and weekends. Flexible schedules are offered.*

*Applicants should work well under pressure, possess excellent communications skills, be very organized, self-motivated and have a great sense of humor. Experience with computers, Excel and Microsoft Office are essential.*

*If you are qualified for this position and would be commuting to Cocodrie frequently, housing will be available onsite at CoCo Marina at no charge for the convenience of the General Manager and Executive Chef positions.*

*Competitive salary commensurate upon experience.*

#### **RESTAURANT:**

- Coordinates foodservice activities of restaurant.
- Manages inventory. Estimates food and beverage costs and requisitions or purchases supplies, equipment, food and beverages and retail.
- Oversees cleaning and maintenance of equipment and facilities and ensures that all health and safety regulations are adhered to.
- Oversees assignment of duties, training, schedules, and motivation of personnel.
- Investigates and resolves food quality and service complaints.
- Works directly with owners on marketing strategy and promotional campaigns to increase business. Promotes tourism.
- Works directly with owners on event planning and execution including large groups and catering for rodeos and other private parties.
- Supervises dining room operation.
- Manages sales of fuel, retail and ice.
- Completes end of shift paperwork and efficiently manages opening and closing operations (sales reports, closing credit card machine, rectifying cash register). Works in tandem with owners on these duties.
- Works directly with Executive Chef and kitchen personnel to maintain daily functions of restaurant and efficiency of food preparation and quality.

#### **HOTEL/CHARTER FISHING:**

- Oversee hotel and charter fishing reservations.
- Promote the professional growth and development of both the reservations and pre-arrival office.
- Ensure that the hotel and charter fishing reservation lines are attended at all times (phone lines and email requests) during scheduled hours.
- Assist in managing reservations functionality using our computer system titled "Jonas".
- Operate Internet Reservations and oversee call volume for the purposes of creating, changing, pre-blocking and cancelling reservations. Maintain and organize hotel information including logging reservations into the Jonas computer system and completing the proper paperwork for each reservation.
- Address and resolve customer service issues in a positive manner.
- Complete knowledge of hotel rooms and charter fishing, and pricing available to guests.
- Comprehension of the reservation sales process.

**OVERALL REQUIREMENTS FOR GENERAL MANAGER:**

- Must be able to speak, read, and write and understand the primary language used in the workplace.
- Most tasks are performed in a team environment with the GM acting as a strong team leader.
- Takes a pro-active approach towards decision making and resolving challenges.
- Takes initiative and makes suggestions to solve problems.
- Desire to participate as part of a team.
- Ability to communicate effectively with internal and external customers exercising patience, tact and diplomacy.
- Must possess proficient computational ability.
- Must possess proficient computer skills including but not limited to, Microsoft Word, Outlook, Excel and the internet.