

# General Manager

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## Description

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The General Manager is the senior-most operational leader of a hotel, resort, or hospitality property in Vietnam. They are accountable for overall guest satisfaction, financial performance, staff development, and brand standards across every department — from front office and F&B to housekeeping and sales.

## Responsibilities

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- Set and monitor annual budgets, revenue targets, and cost controls.
- Lead and develop department heads across front office, F&B, housekeeping, and sales.
- Ensure consistent guest experience and brand standard compliance.
- Represent the property to owners, brand corporate, and local authorities.
- Drive strategic initiatives for revenue growth and operational efficiency.

## Requirements

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8+ years of hospitality management experience, including at least 3 years in a senior leadership role. Bachelor's degree in Hospitality Management or related field preferred. Strong financial acumen and P&L ownership experience. Fluent English; Vietnamese language skills are a strong advantage.

## Benefits

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Competitive base salary plus performance bonus, housing or housing allowance, health insurance, annual leave, and career development within an international hospitality group.

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