



The
Picturebook
Guesthouse

About Us: The Picturebook Guesthouse is a unique and socially responsible hospitality establishment located in the heart of Mae Sot, Thailand. We are committed to providing our guests with a quality guesthouse experience while making a positive impact in our local community. Join our team as we create meaningful change through hospitality at The Picturebook Guesthouse - Mae Sot, Thailand

Position Overview: We are seeking a dedicated and passionate General Manager to lead our social enterprise guesthouse. As the General Manager, you will play a pivotal role in driving, overseeing, and managing all aspects of our operations, from guest satisfaction to social impact. You will lead our team to ensure the seamless operation of the guesthouse while upholding our commitment to social responsibility.

General Manager - The Picturebook Guesthouse

Key Responsibilities:

Operational Leadership:

- Support the development and implementation of our overall strategy and to manage day-to-day operations of the guesthouse, including front desk, housekeeping, and food and beverage services
- Ensure high standards of service quality, cleanliness, and guest satisfaction
- Monitor and improve operational efficiency and effectiveness
- Prepare and manage documentation reports related to the progress of the guest house

Team Management:

- Lead a team of 8 to 10 staff and build a strong team spirit within the establishment
- Lead by setting an example and fostering empathy
- Recruit, train, and supervise staff, fostering a positive work environment
- Set performance expectations and conduct regular performance reviews
- Promote a culture of respect, inclusivity, and social responsibility among the team

Guest Relations:

- Provide exceptional customer service and address guest inquiries and concerns promptly
- Monitor and respond to guest reviews and feedback to enhance the guest experience
- Develop and implement guest engagement initiatives
- Promote the guest house in the market to get more visibility

Community Engagement:

- Collaborate with local community organisations and partners to support social impact initiatives
- Identify opportunities for the guesthouse to contribute positively to the local community
- Promote and communicate our social enterprise mission to guests and partners
- Build and maintain strong relationships with different stakeholders

Financial Management:

- Prepare and manage the guesthouse budget, including revenue and expense forecasting
- Implement cost-saving measures and revenue-generating strategies
- Ensure financial sustainability while fulfilling our social mission

We are seeking for a person who meets the following criteria:

Education and work experience:

- Bachelor's degree in hospitality management, business administration, or a related field
- Proven experience in hotel or hospitality management, including leadership roles
- At least 5 years of relevant working experience in the related field
- Passion for social responsibility and community development

Soft skills:

- Proven leadership skills to form a working environment
- Demonstrate the ability to accept, implement and give constructive feedback
- Excellent communication and interpersonal skills
- Great attention to detail and a critical mind
- Excellent organisational, time-management skills and problem-solving skills
- Guest engagement is a must (crucial to understanding our customers and identifying opportunities)

Hard skills:

- Solid IT skills (Software applications related to property management, MS Word, Excel, Power point, E-mail)

Language skills:

- Thai mother tongue is preferred
- Proficiency in English language

Benefits:

- Competitive salary with performance-based bonuses (Salary will be based on the relevant working experience, skills and knowledge)
- Opportunity to make a meaningful impact on the local community
- Supportive and inclusive work environment
- Professional development opportunities

Did we spark your interest? Wonderful! We invite you to join our team as the General Manager of The Picturebook Guesthouse. Help us create memorable experiences for our guests while driving positive change in Mae Sot, Thailand.

Please send your full application in English (including motivational letter, salary expectation, resume, university transcripts, and two references) to logan@childsdream.org. The application deadline is **3rd December 2023**.

We will of course confirm that we have received your application and look very much forward to receiving your application.