



TAVISTOCK
HOTEL COLLECTION

Opening in 2021, Lake Nona Wave Hotel will further establish Lake Nona as a destination for sophisticated leisure travelers, business professionals, lifestyle-focused guests and our Lake Nona residents. Defined by a symbolic tower, rooftop pool, restaurant lounge and work/play lobby, guests will enjoy stylish, seamlessly designed experiences, with engaging spaces for work and relaxation.

As the living room of Lake Nona Town Center this signature hotel epitomizes a modern lifestyle within the planned retail, dining and entertainment destination.

Become the future of hospitality at a hotel that values the individual. At Lake Nona Wave Hotel, we're assembling a dynamic team who will work together to achieve exciting new ventures.

We are looking for someone who will lead that team and create an environment of excellence.

So, let's get started today!

General Manager – Lake Nona Wave Hotel

Through our brand differentiators, we will create an environment that makes us Better than Best. Our core values are the foundation of our culture and they shape the way we think and govern our behaviors. We are seeking a leader who:

IS ABLE TO EMBRACE OUR CORE VALUES

- Act with Integrity
- Be proactive and value results
- Be innovative
- Uphold our reputation and brand
- Play as a team
- Embrace a dynamic environment
- Care of each other

HAS AN OWNERSHIP MENTALITY

- Focus on the details
- Contemplate the long-term
- Think what, how and why
- Learn from successes and defects

UNDERSTANDS THE PURPOSE OF THE POSITION

- Create excellence in everything we do.

HOW YOU CREATE EXCELLENCE

- Ensure highest level of guest satisfaction
- Focus on the important things
- Focus on the things that make us money and we will make money
- Train and develop team

- Make good business decisions
- Value diversity by creating a diverse team
- Visionary and delivery on the vision
- Be part of the community
- Be a great proprietor
- Enhance guest experience
- Model the act of being hospitable
- Emulate the buzz and feel of the hotel concept
- Stay well-informed on current events, trends in food, drink, fashion, music, business and technology
- Become a passionate community ambassador
- Keep the hotel immaculate
- Ensure the timely and accurate completion of all period-end financial statements and reports
- Ensure a safe environment for our hotel guests, employees and vendors
- Utilize the L.E.A.R.N. problem resolution process
- Get better everyday

BRINGING YOUR BEST

- First-rate leadership skills with an innate talent to bring out the best in their team and develop future leaders.
- Ability to read, write, and verbally communicate effectively and professionally with employees, guests, and vendors.
- Strong computer skills and proficiency in POS systems.
- Excellent communication skills; demonstrated ability to build rapport and trust with guests and employees.
- Remain curious. Ask open ended questions to effectively coach through situations and solve problems.
- Enjoys exercising creativity - thinking outside of the box/norm to generate new ideas.
- Flexibility - look beyond black and white and remain open to change.
- Property industry work experience, demonstrating progressive career growth.
- Experience with planning and project management.
- Financial acumen and the ability to manage month-end accounting processes

WHAT YOU WILL BRING TO THE TABLE

Bachelor's degree from an accredited university in Business Administration, Hotel and Restaurant Management, or related major, along with four to eight years related experience and/or training; or equivalent combination of education and experience.

Please send resumes to Joinus@tavistockhotelcollection.com.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.