

Trainee Assistant Resort Manager

(To be stationed at Resort Property)

Janardan Farms and Resorts

Web site: www.janardanresort.in

Job Description

- Trainee Assistant Resort Manager has to operate under the instructions of the head Marketing Manager in Lucknow head office.
- Trainee Assistant Resort Manager need to have high self-confidence to achieve the customer satisfaction target.
- He should be confident with his hospitality abilities and ultimately leading to referral sales conversion.
- Trainee Assistant Resort Manager must possess communication skills in terms of the ability to negotiate, convince, self and influence professionals, corporate employees and/or hotel guests.
- Arranging all travelling requirement of the guests to ensure that the commitment with the groups are met at all levels right from start to end of the visit.
- Customer service/ Guest relations - a proactive attitude with guests is needed & the ability to deal promptly with any issues as and when they arise.
- Meet/greet guests on arrival and transfer them to/from accommodations.
- Regular visits to guests to ensure smooth running of resorts.
- Health and safety, travelling and accommodation checks to be carried out in line with our company standards & procedures.
- Completion of all relevant paperwork accurately and promptly.
- Responsible for safekeeping & recording of all payments from guest.
- Plan and promote new scheme/ program for customers.
- Facilitate the efficient and effective resort rooms operation.

Targets: Customer feedback should be positive.

Salary pattern:

- We intend to give up to max of 10,000/- per month reimbursement for engaging your services. (inclusive of travel allowance)
- For non-achieving of targets deduction in the basic salary will be as follows:
 - For achieving customer satisfaction over and above 76%, 100% salary will be released.
 - For achieving 51% to 75% of the target 60% salary will be released.
 - If the target achieved is 36% to 50%, 40% salary will be released.
 - If target is 20% to 35% or below, 20% of the salary will be released.

Termination of appointment:

- For not achieving 100% of customer satisfaction within 2 subsequent months, your termination will be processed without any reimbursement or payment and no claim will be entertained in this regard.

Desired Candidate Profile:

Education-

UG/PG (Hotel Management)

- Confident, friendly, flexible and enthusiastic with a good sense of humour.
- Committed to achieving excellent customer service.
- Good time management and organisational skills.
- Ability to self-motivate and to **work without supervision**.
- Experience of team management and staff motivation.
- Able to work well under pressure.
- Good team player.
- Excellent written and spoken English
- Good knowledge of common IT programmes, including EXCEL, WORD, and email.
- Driving Licence

Company Profile:

Janardan Farms and Resorts:

- Established in 2010, Janardan Resort is owned and operated by Janardan Farms and Resorts LLP. We strive to be the best provider of lodging in the area around Nainital. We are also working on promoting eco-tourism as we believe that eventually that is where the whole natural tourism sector will head towards. Eco-tourism is the tourism of visiting an ecosystem in such a way as to leave a minimal impact on the environment. This helps conserve the natural ecosystem for our future generations so that they too could enjoy the calmness of nature as we are now. This is what has given us to install solar panels / solar water heaters over the roofs which power Janardan Resort.
- We are at present operating the following property :
 - **Janardan Resort Pangot:** This is situated 13 km from Nainital. Having 8 rooms big enough to accommodate 24 pax for group booking.
 - **Janardan Resort Churani:** - This is situated 2 km away from our Pangot resort on trekking route. Here we are having around 20 dome tents for accommodating approx. 40 persons.
 - **Janardan Resort Kausani:-** This is situated 120 km from Nainital, having 10 rooms can accommodate a group of 25 persons.

- **Janardan Resort Munsiyari:-** This is situated around 160km from Kausani having around 16 rooms , and can accommodate approx. 40 persons.

Activity:

- Team building activities like treasure hunt, archery, darts and other recreational games have been created to keep the group involved and entertained at all times.
- Other activities include cycling, jungle safaris with All Terrain Vehicle, nature walks, bonfires, Archery, Darts, bar-be-ques, karaoke, many indoor games, storytelling related to local origin, village visit, picnic excursions, botanical walk, bird watching, star gazing, folk performances, wild life documentaries etc.

Facilities:

- Other facilities are Restaurant with Library having books/CD related to this zone.
- Regarding 'Food and Service', kindly read reviews on TripAdvisor, because no Trainee Assistant Resort Manager can express it better than the guests who have experienced it! We can only say that we have BEST chefs, our hygienic modern kitchen and are eager to pamper your taste buds with customized preparations. The surprise items include very homely non-oily food, innovative sweet dishes and some desi preparations.

The wild life spotting in a jungle safari gives you a lifetime memorable experience and the memorable experience at 'Janardan farms and resorts '.

Recruiter

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