

# INDIA ISLAMIC CULTURAL CENTRE

87-88, Lodhi Road, Delhi-110003.

Ph.No.:011-43535353

23.10.2024

**Position Title:** General Manager

**Location:** New Delhi

**Reports To:** Board of Directors / Managing Committee

## Overview:

We are seeking a dynamic and experienced General Manager to oversee the operations of a prestigious Indian Islamic Culture centre, New Delhi that provides food and beverage services, accommodation facilities, and Banquets / event management for society. The General Manager will be responsible for ensuring excellent service delivery, driving operational efficiency, and fostering a welcoming and engaging atmosphere for members and guests.

## Key Responsibilities:

### 1. Operational Management\*\*:

- Oversee day-to-day operations of food and beverage services, accommodation, and event spaces.
- Ensure smooth coordination between departments, including hospitality, culinary, housekeeping, and front office.
- Implement standard operating procedures (SOPs) to maintain high-quality services.
- Monitor facility maintenance and ensure the highest level of cleanliness and safety.

### 2. Financial Management\*\*:

- Develop and manage the annual budget, ensuring financial targets are met.
- Monitor revenue streams from accommodation, food and beverage services, and events.
- Implement cost control measures and optimize resource utilization.
- Prepare regular financial reports for the Board of Directors.

### 3. Customer Service\*\*:

- Ensure the highest standards of guest satisfaction across all services.
- Handle guest inquiries, feedback, and complaints in a professional manner.
- Foster a customer-centric culture among staff.

### 4. Staff Management\*\*:

- Lead, motivate, and manage a team of professionals across multiple departments.
- Oversee recruitment, training, and development of staff.
- Conduct performance reviews and set goals for team members to ensure service excellence.
- Ensure compliance with health and safety regulations and industry best practices.

### 5. Community Engagement\*\*:

- Build and maintain strong relationships with the local community, ensuring that the centre reflects the community's values and needs.
- Organize and oversee events, social activities, and programs that engage members and create a vibrant atmosphere.
- Act as the face of the institution, representing its values and mission in the community.

#### **6. Sales and Marketing\*\*:**

- Collaborate with the marketing team to promote the centre's services, accommodations, and events.
- Develop and execute strategies to attract new members, increase bookings, and enhance the overall reputation of the institution.
- Monitor market trends and competitor activity to identify new opportunities for growth.

#### **7. Compliance\*\*:**

- Ensure that the institution complies with all legal, regulatory, and health & safety requirements.
- Implement and monitor best practices for food safety, sanitation, and environmental sustainability.

8. Implementation of **Aims and Objectives** of the society.

9. **Enhancement of revenue** of the centre by optimising the functions/operations of the centre.

#### **Qualifications\*\*:**

- Bachelor's degree in Hospitality Management, Business Administration, or related field (Master's degree preferred).
- Minimum of 10 years of experience in hospitality, hotel management, or community centre operations, with at least 5 years in a senior management role.
- Proven track record in financial management, staff leadership, and customer service.
- Strong understanding of food and beverage operations, accommodation services, and event management.
- Excellent communication, leadership, and interpersonal skills.
- Ability to work under pressure and manage multiple priorities.
- Knowledge of industry regulations and best practices in hospitality.

#### **Key Skills\*\*:**

- Leadership and team management.
- Financial and budgetary acumen.
- Excellent customer service skills.
- Problem-solving and decision-making.
- Ability to work with diverse community members.
- Event planning and operations.

#### **Compensation\*\*:**

- Competitive salary with performance-based incentives.
- Health and wellness benefits

This position offers a unique opportunity to lead a prestigious Indian Islamic Culture Centre while fostering a strong sense of community and providing exceptional service. If you are a passionate and experienced leader in the hospitality sector, we invite you to apply and make a lasting impact.

Please send your resume by email at [iiccdelhi29@rediffmail.com](mailto:iiccdelhi29@rediffmail.com) or send hard copy at **registered office** (address: 87-88, Lodhi Road, Delhi-110003) latest by **05.11.2024**.

**Secretary, IICC**