**POSITION STATEMENT**

**CHIEF OPERATION OFFICER – HOTELS**

1. Reports to the Chief Executive Officer
2. Drives the operations across Heritage brand and support senior management in achieving set objectives, while ensuring on an on-going basis optimum guest satisfaction, product & services innovation and profitability.
3. Ensures profit sustainability of the business
4. Formulates and implements strategies
5. Manages the performance of all hotels, coach and build capability of the teams; with a view to build a performance oriented culture throughout the organisation, based on the division values and ensures implementation of change plans, structures and supports employees to cope with transitions
6. Shall have a clear understanding of the market and hotel industry for benchmarking and proposing new concepts and trends (rooms/ F&B/ recreational/ safety etc).
7. Ensures efficient processes establishment and performances improvement according to division policy and Industry best practices
8. Manages, controls and develops the operations strategy & budgets, in accordance with the VLH business strategy in order to maximize occupancy rate and driving revenue growth in hotels while controlling costs
9. Defines, monitors and enforces KPIs and revenue drivers for the hotels managers, by determining most beneficial organization structure, roles and responsibility and financial targets