

JOB OPPORTUNITY

Phare Ponleu Selpak (PPS) started in 1995 is a not-for-profit Cambodian registered organization, offering children and youth unique opportunities in their lives to develop themselves and their families through visual art, graphic design, animation, music, theatre, dance and circus training, social support and general education.

We are now seeking a qualified Cambodian candidate to fill in the Full-time position of **Guest Experience & Operations Supervisor** to be based in Battambang province.

Job Title: Guest Experience & Operations Supervisor | **Reports to:** Development & Communication Manager
Employment type: Full-time, 40 hours/week; 1-year contract
Location & Mobility: Based in Battambang, Cambodia. Occasional travel is expected to Phnom Penh and Siem Reap.

Position Description:

The Guest Experience & Operations Supervisor is responsible for all aspects and functions of the guest experience on campus including workshops, events, tours, bar/café and boutique. This includes bar/café and boutique sales, staff supervision, guest interaction and satisfaction while ensuring the achievement of the annual Bar & Boutique sales target. This position also needs to oversee and ensure that the organization Health, Safety & Environment policy is implemented at all times. Additionally, He/she need to motivate & lead the team to work as part of the wider PPSA team in order to promote a positive image of the Organization at all times.

Duties and Responsibilities:

- Responsible for achievement of annual Bar & Boutique sales targets across all services and product categories.
- Ensure that all guests/visitors to campus experience outstanding service at all times
- Manage team of bar, boutique, tour guides to meet and exceed expectations of the guests
- Anticipate guests' needs, and respond promptly and acknowledge all guests, no matter how busy it is.
- Resolve guest complaints, ensuring satisfaction.
- Identify & solve problems, and develop strategies that support the Bar & Boutique's services, efficiency, and productivity in order to increase number of visitors, sales at the Bar & Boutique.
- Work closely with the Communication team on PPS advertising and promotional campaign and creation & delivery of impactful tours that result in increased donations.
- Work closely with the Show & Events sales team to plan, prepare and coordinate for the arrival and stay of visitors to campus.
- Develop product knowledge in coordination with relevant team.



- Responsible for all communication, coordination, shipment, stock control, sales reports of boutique items to partner outlets around Cambodia.
- Manage and build strong relationships with local retailers, agencies and suppliers
- Responsible for all stock/supplies/product purchases, inventories and stock levels within the operation.
- Complete requisitions to replenish shortages or additional items needed for the anticipated business.
- Regularly check storage areas for proper supplies, organization and cleanliness.
- Review sales and beverage costs for previous day; resolve discrepancies with Accounting staff and track actual against budget.
- Manage all operational processes including: Receiving, Inventory and Aftersales to minimize stock loss and maximize customer services.
- Adhere to and oversee compliance of established organization policies, such as safekeeping of organization funds and property, personnel practices, security, sales and record-keeping procedures, and overall maintenance of the store.
- Review operational reports and records to ensure adherence to organization policies and procedures, and monitor the Bar & Boutique profitability.
- Review paperwork pertaining to receiving, transfers, damages, returns-to-vendor in order to ensure accuracy of inventory.
- Inspect all aspects of the Bar & Boutiques environment ensuring compliance with standards of cleanliness and order and direct respective personnel to rectify deficiencies immediately.
- Implement and ensure the Organization Health, Safety & Environment policy is met at all times.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Inspect grooming and attire of staff; rectify any deficiencies.
- Inspect, plan and ensure that all materials and equipment are in complete readiness for service; rectify deficiencies with respective personnel.
- Prepare weekly work schedules for the team, and if need be, adjust the schedules throughout the week to meet the business demands.
- Report on product sell through and client feedbacks to make recommendations to the Management Team.
- Assist the Development and Communication Manager in building sustainable business models for the Bar & Boutique and other potential PPSA income generating activities.
- Ensure accuracy of daily Bar & Boutique financial transactions.
- Carry out related administrative tasks effectively.
- Ensure that staff members report to work as scheduled. Document any late or absent employees.
- Be aware of the best practices and promotional trends
- Continuously improve through feedbacks

Qualifications Requirements:

- Graduates bachelor degree and/or diploma in hotel or other related fields.
- Computer Knowledge and experience in MS office, Point of Sales, Inventory and store programs.



- Be able to communicate fluently in Khmer and English (both in writing and speaking) and other languages are advantages.
- Broad understanding of tight stock management procedures and target orientated individual with the ability to work to set deadlines.
- Great attention to detail,
- Talent in customer relations management and is motivated to go the extra mile.
- 2-3 years of bar and boutique, or hotel/ restaurant management experience, or previous experience in similar Job role.
- Strong understanding of the Bar and Boutique Industry and Clientele
- Ability to develop, motivate, and train staff, and build strong internal and external relationships
- Ability to prioritize tasks and manage time wisely in a fast-paced environment
- Communicate in a clear, concise, understandable manner, and listen attentively to others.
- Strong interpersonal, communication, and organization skills
- Be able to work a flexible schedule based on business needs that includes, evenings, some weekends and some holidays.
- Be able to operate all necessary equipment to perform the job
- Experience managing teams preferred.
- Fluency in speaking and writing both Khmer and English required

Please submit your application with detailed CV and recent photo to PPSA through contact below by February 20, 2019 before 6:00PM

Attention: HRM

Anhchanh village, Ochar commune, Battambang city, Battambang Province, Cambodia.

Or

sareth.k@phareps.org and kimleng.c@phareps.org

Short-listed candidates only will be contacted for interview.

The successful candidate must comply with PPSA child protection policy & code of conduct, and Adherence to the values and missions of Phare Ponleu Selpak.