

GENERAL MANAGER PETIT ST. VINCENT PETIT ST. VINCENT, GRENADINE ISLANDS

GENERAL MANAGER AT PETIT ST. VINCENT

Petit St. Vincent (PSV), a 115-acre luxury resort island located in St Vincent and the Grenadines islands, Caribbean, is searching for a new General Manager. The new General Manager will be an engaged leader with the energy, passion, and experience to oversee the (re)construction and re-opening of the resort property as it is rebuilt after the 2024 Hurricane Beryl damage. The General Manager will prepare the property for staged re-openings of the luxury accommodation, food service operations, and, ultimately, total property operations. The initial stage will feature the opening of fourteen cottages and villas in the fall of 2025 and property completion within two years.

The General Manager will be the driving force behind staff hiring, training and development, future redevelopment of resort venues, and operational oversight to ensure a world-class experience for the resort guests. Establishing a legacy of excellence and a relaxed, over-the-top level of service for the guests will be of the utmost importance.

The PSV resort will be rebuilt to its status as a world-class, premier luxury destination. The resort will offer guests an unparalleled experience, including private picnics, beach barbecues, and alfresco dining in and around the main pavilion restaurant, including fine wines and aged rums from their extensive wine cellar. Island activities will include water sports, diving, dining day trips, fitness programs, and sailing. Additionally, the island is self-sustaining, producing its own water, power, and waste management facilities.

[Click here to view a brief video about this opportunity.](#)

PETIT ST. VINCENT

Petit St Vincent, known locally as PSV, is an island 40 miles south of St. Vincent in the Grenadine islands. It is the southernmost island in the Grenadines. PSV is surrounded by two miles of white sand beaches. Inland, the terrain consists of gently rolling hills, tropical woodland, and beaches. The resort accommodation is built to take in the vistas of the island bluffs and the Atlantic beaches. The highest point on the island is on Marni Hill to the northwest of the island, which is 275 feet above sea level. The average daily temperature is between 84 and 86 °F all year round due to the island chain's proximity to the equator.

PETIT ST. VINCENT WEBSITE: www.petitstvincent.com

PETIT ST. VINCENT BY THE NUMBERS

- Total Revenue - US\$ 5,779,118 in 2023
- # Room Nights – 3,138 in 2023
- F&B Revenue - US\$ 851,192 in 2023
- Average Daily Rate – US\$ 1,381
- # of Full-Time Equivalent Employees – 86
- PMS and POS System – www.innquest.com and Accounting System – www.aptech-inc.com

GENERAL MANAGER (GM) POSITION OVERVIEW

The General Manager (GM) will collaboratively oversee the construction of and planning for the re-opening of all resort cottages and resort support services. The GM has responsibility for all day-to-day operations of PSV. S/he directs and administers all aspects of the operations including lodging, aesthetics, amenities, staff, and all programs and activities to ensure outstanding service and guest satisfaction.

PRIMARY RESPONSIBILITIES

Construction and Operational Responsibilities:

- Supports and collaborates with construction activities throughout the island.
- Sets up a critical path timeline to opening of each stage of the reconstruction of the resort.
- Understands and abides by PSV policies and departmental procedures.
- Provides content for communications and marketing materials for PSV.
- Assures that PSV is run in accordance with all applicable local, territorial, and international laws.
- Research new products/services/vendors and develop an analysis of their costs/benefits.
- Ensure that the properties' preventive maintenance and energy management programs are on schedule and in use.
- Disseminates information effectively and coordinates activities between departments on a timely basis.
- Keeps the Ownership informed of all potential problems and activities related to the smooth operation of PSV.
- A sharp eye for detail in the overall management and presentation of the operation.
- Responsible for regular reporting of performance and financial data to the Ownership team.

Guest Services:

- Create and maintain a first-class anticipatory service culture throughout the property by effectively hiring, training, and leading a best-in-class service team.
- Consistent sincere and significant engagement of guests and high visibility to guests and staff in the dining areas and public spaces of PSV are of importance. The General Manager is ultimately responsible for ensuring that all guest dining and events are well-conceived and executed.
- Provide quality leadership in an upbeat manner for the guests and staff.
- Address and resolve all guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the General operations.

Employee Relations:

- Oversee the recruiting, hiring, and development of personnel. Oversee ongoing training programs complete with up-to-date training manuals to ensure exceptional service in all parts of PSV's operation.
- Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the owner. Instill the concept of being "team players" in all employees. Continue to coach, counsel, and evaluate departmental staff.
- Ensures that a positive spirit and healthy work environment exists throughout the property, one that is free of safety risks and all forms of employee harassment.
- Maintain a communication program where employees are treated in a fair, structured, and consistent manner.
- Function as the administrative and communication link between departments.
- Guarantee that all employees are regularly trained and certified in areas that help guard the safety and well-being of the guests and other employees including, but not limited to, responsible alcohol service, safe food handling, adherence to precautionary measures related to all activities, etc.
- Help to facilitate a team environment with high ethical standards.

Financial Management:

- Works jointly with the Ownership team and department heads to prepare the annual operating and capital budgets for all operations and assists in managing and controlling the operations to attain the desired results.
- Monitors the budget each week/month and directs the taking of corrective action as necessary to ensure that the budgeted goals are attained.
- Provides input to all personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
- Monitors payroll records to control overtime and maintain labor costs within budgetary guidelines.
- Supervises the purchasing, receiving, safekeeping, and disbursement of operating supplies and equipment to maximize quality and profitability.

Personnel Management:

- Recognize, respect, and support the contributions of key managers and staff. Ensure that appropriately skilled and competent departmental managers are in place for all key positions and that each of them does the same in their respective areas of responsibility. Set performance standards for all departments, and hold them accountable for maintaining these standards, especially in guest service areas.
- Displays a very hands-on approach and leads the staff by example. Must be approachable to staff and guests.
- Assists in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts, and budgets.
- Involved in the recruitment and retention of all staff.
- Responsible for the hiring, discipline, termination, and documentation of all staff.
- Reviews all accidents, completes accident reports, and implements improved procedures.
- A warm personality, a sense of humor, and the ability to work effectively with all levels of the internal staff and guests.
- Maintain an environment and overall atmosphere for management/staff that promotes and values appropriate and responsible contributions to PSV's success. Ensure that all staff are focused on positive, supportive relationships amongst themselves and with the guests.

CANDIDATE QUALIFICATIONS

- Has a verifiable track record of creating and executing a critical path to (re)opening resort venues that include all food and beverage operations, resort amenities, and infrastructure.
- A professional career track record of hospitality achievement and stability with experience in a high-end, highly respected club, resort, or hotel.
- Has a verifiable track record of resort property (re)development from construction through opening.
- Has successfully led a multi-amenity operation including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives.
- Is a servant leader with strong hospitality credentials and a proven track record of providing exceptional premier-level hospitality services, with a personality that is commensurately appropriate for PSV culture.
- Has a fundamental understanding of what constitutes a Forbes Five Star property experience and the proven ability to execute to that level.
- Is a highly motivated individual, confident in his or her abilities and yet humble in personality; a person who can share the credit with their staff for achievements made as well as take responsibility when standards are not met.
- Has a positive attitude and is professional with a high degree of integrity and a strong work ethic.
- Is a proven hospitality leader who can manage his or her time and establish priorities to which he or she is accountable to execute.
- A "relationship" person who successfully finds solutions with all constituencies in mind.
- Exhibits a continuous desire to improve him/herself and a track record of developing strong and upwardly successful associates and direct reports.
- Possessing financial acumen to understand financials and manage budgets.
- An overriding sense of quality consciousness pervades every part of the operation. This includes a high-quality, courteous, and efficient staff.
- Sound and current knowledge of human resources practices, including wage and hour laws, employment and discharge, equal opportunity employment, and the full range of employee benefits.
- Strong verbal and written communication skills.
- Must have excellent computer skills, including extensive use of Microsoft Office programs.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree from a four-year university or college is highly desirable, preferably in Hospitality Management.
- In lieu of the degree, substantial luxury resort, private club or hospitality experience will be considered.
- Industry certifications are preferred but not required.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. PSV offers an excellent bonus and benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

Prepare a thoughtful cover letter addressed to Mr. Tanja Ellis, Principal, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Petit St. Vincent will be beneficial to you, your career, and the resort if selected.

You must apply for this role as soon as possible but no later than May 23, 2025. Candidate selections will occur in early June, with the first Interviews expected in mid-June and the second interviews a short time later. The new candidate should assume his/her role as soon as reasonable notice is given to a current employer following selection.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name Resume” &

“Last Name, First Name Cover Letter Petit St. Vincent”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Holly Weiss: holly@kkandw.com

Lead Search Executives:

Sam Lindsley

Search & Consulting Executive

216.509.2250 (M) – Medina, Ohio

sam@kkandw.com

Thomas B. Wallace III, CCM, CCE, ECM

Partner

412.670.2021 (M) – Cleveland, OH

tom@kkandw.com