

## **A&QS GRAND VIEW HOTEL LTD**

*"Luxury, Comfort, and Distinction"*

Location: Wa, Upper West Region, Ghana

Contact: = 024-208-9940

WhatsApp = 024-422-2751

Email: yakadigrant@yahoo.com

## **EMPLOYMENT OPPORTUNITIES**

Join a growing team dedicated to delivering excellence in hospitality.

We are currently inviting applications from enthusiastic, experienced, and service-oriented individuals for the following positions:

### **1. GENERAL MANAGER**

**Location:** Wa

**Role Summary:** The **General Manager (GM)** is the top executive responsible for the overall operation, profitability, and guest satisfaction of the property. The GM oversees all departments, including front office, housekeeping, food and beverage, maintenance, sales, and finance, ensuring they work together efficiently to deliver high-quality service and achieve business goals.

#### **Key Responsibilities:**

- Lead and manage all hotel operations to ensure smooth, efficient, and profitable performance.
- Develop and implement business strategies to drive revenue, occupancy, and guest satisfaction.
- Recruit, train, and supervise department heads and key staff.
- Monitor budgets, financial performance, and cost controls.
- Ensure compliance with health, safety, and brand standards.
- Foster a customer-focused culture and handle major guest concerns or complaints.
- Build relationships with guests, partners, and local community stakeholders.
- Report regularly to owners or corporate executives on performance metrics and business plans.

#### **Skills and Qualifications:**

- Proven experience in hotel management or a senior hospitality leadership role.
- Strong leadership, financial acumen, and strategic planning abilities.
- Excellent interpersonal, communication, and problem-solving skills.
- Knowledge of hotel operations, industry trends, and customer service best practices.
- Degree in hospitality management, business administration, or a related field (preferred).

## 2. ACCOUNTANT

**Location:** Wa

**Role Summary:** The **Accountant** is responsible for managing the financial records and transactions of the hotel to ensure accuracy, compliance, and profitability. They oversee daily accounting functions, prepare financial reports, manage budgets, and support management in making informed financial decisions.

### **Key Responsibilities:**

- Maintain accurate records of all financial transactions, including income, expenses, payroll, and taxes.
- Prepare daily revenue reports, monthly financial statements, and other financial reports.
- Monitor and reconcile bank statements and hotel accounts.
- Assist in budgeting, forecasting, and financial planning.
- Ensure compliance with local financial regulations and internal policies.
- Process invoices, manage accounts payable/receivable, and handle cash flow.
- Coordinate with external auditors and tax authorities when required.
- Support departmental heads with financial insights to control costs and optimize revenue.

### **Skills and Qualifications:**

- Bachelor's degree in Accounting, Finance, or a related field.
- Proven experience in accounting, preferably within the hospitality industry.
- Strong knowledge of accounting software and hotel management systems (e.g., Opera, Tally, QuickBooks).
- Attention to detail, analytical thinking, and problem-solving skills.
- Ability to manage deadlines and work independently or as part of a team.

## 3. Chef

**Location:** Wa

**Job Type:** Full-Time | Rotational Shifts

**Department:** Food & Beverage / Kitchen

**Role Summary:** The Chef will be responsible for preparing and presenting high-quality dishes, maintaining kitchen hygiene, supervising kitchen staff, and ensuring a memorable dining experience for our guests.

### **Key Responsibilities:**

- Plan and prepare a variety of high-quality and continental dishes in accordance with recipes and standards.
- Design and update menus based on seasonality, customer preferences, and trends.
- Supervise and coordinate kitchen staff, including cooks and assistants.

- Ensure hygiene, sanitation, and food safety standards are strictly followed.
- Monitor food costs, portion control, and inventory to minimize waste and maximize efficiency.
- Train new kitchen staff and maintain a positive and productive kitchen environment.
- Collaborate with management on menu pricing, special events, and supplier relations.

### **Qualifications & Skills Required:**

- Professional certificate or diploma in Culinary Arts or related field
- Minimum 3 years' experience as a Chef in a hotel or restaurant
- Strong knowledge of food preparation, kitchen operations, and hygiene
- Ability to work under pressure and in a team environment
- Creativity and passion for food presentation

## **4. RECEPTIONIST (2)**

**Location:** Wa

**Role Summary:** The **Receptionist** is the first point of contact for guests, clients, or visitors, responsible for providing a welcoming and professional front-desk experience. The Receptionist will manage incoming communications, handles check-ins and check-outs and performs various administrative tasks to support daily operations.

### **Key Responsibilities:**

- Greet and assist guests, clients, or visitors in a friendly and professional manner.
- Answer phone calls; respond to emails, and direct inquiries to the appropriate departments.
- Manage check-in and check-out processes, including reservations and billing.
- Maintain a tidy and organized front desk and reception area.
- Handle administrative duties such as filing, data entry, and managing appointments.
- Provide accurate information about services, facilities, or procedures.
- Resolve customer concerns or escalate issues to supervisors as needed.

### **Skills and Qualifications:**

- Excellent communication and interpersonal skills.
- Strong organizational and multitasking abilities.
- Professional appearance and demeanor.
- Basic computer skills and experience with hotel management systems.
- High school diploma or equivalent; additional training in office administration or hospitality is a plus.

## 5. MATRON (Housekeeping Supervisor)

**Location:** Wa

**Role Summary:** Responsible for overseeing the cleanliness, hygiene, and overall upkeep of guest areas such as hotel rooms, public spaces, and sometimes staff accommodations. The role involves supervising housekeeping teams, maintaining high standards of presentation, and ensuring a welcoming and sanitary environment ensuring guest satisfaction regarding hygiene

### Skills and Qualifications

- Experience in housekeeping or hospitality supervision.
- Strong attention to detail and organizational skills.
- Good leadership and team management abilities.
- Knowledge of health and safety regulations.
- Excellent communication and customer service skills.

### Key Responsibilities:

- Supervise housekeeping staff and coordinate daily cleaning schedules.
- Ensure guest rooms, public areas, and facilities meet hygiene and presentation standards.
- Train and monitor housekeeping staff on cleaning procedures and customer service.
- Inspect rooms and facilities regularly for cleanliness, maintenance issues, and quality control.
- Manage housekeeping supplies, inventory, and linen control.
- Handle guest complaints related to housekeeping and resolve them promptly.
- Work closely with front desk, maintenance, and other departments to ensure smooth operations.

## 6. RESTAURANT WAITER/WAITRESS (5)

**Location:** Wa

**Role Summary:** A **Waiter/Waitress** is responsible for providing excellent customer service in a restaurant by taking orders, serving food and beverages, and ensuring a pleasant dining experience. They act as the main point of contact between the kitchen and the customer, maintaining a friendly and professional attitude throughout the guest's visit.

### Key Responsibilities:

- Greet and seat guests in a courteous and timely manner.
- Present menus, explain specials, and take food and beverage orders accurately.
- Serve meals and drinks promptly, ensuring proper presentation and order accuracy.
- Check on guests during the meal to ensure satisfaction and address any concerns.
- Clear tables, reset for the next guests, and maintain cleanliness in the dining area.

- Process payments using cash, card, or POS systems.
- Collaborate with kitchen and bar staff to ensure smooth service.
- Follow health, safety, and hygiene standards at all times.

### **Skills and Qualifications:**

- Excellent communication and customer service skills.
- Ability to work efficiently in a fast-paced environment.
- Good memory and attention to detail.
- Team player with a positive attitude and multitasking ability
- An HND in Cattery Services from a recognized institution
- Friendly and energetic personality
- Previous experience in a restaurant/hotel is preferred

## **7. Cooks 4**

**The Cook** is responsible for preparing, cooking, and presenting a variety of meals and dishes in accordance with hotel standards. They work under the direction of the Head Chef or Kitchen Supervisor and help ensure a high level of food quality, hygiene, and safety. The cooks may work in various kitchen areas, including breakfast, à la carte, buffet, or banquet services.

### **Key Responsibilities:**

- Prepare and cook menu items according to recipes and quality standards
- Assist in planning menus and food preparation schedules
- Ensure food is stored and handled safely
- Maintain cleanliness and organization of the kitchen
- Monitor food stock and report shortages
- Collaborate with other kitchen staff and follow instructions from supervisors
- Adhere to health and safety regulations

### **Skills and Qualifications:**

- Proven experience as a cook or in a similar role
- Knowledge of various cooking methods and kitchen equipment
- Ability to work efficiently in a fast-paced environment
- Attention to detail and a commitment to quality
- Food safety certification
- Should have obtained at least an Advance certificate in catering from a recognized institution.

### **Work Environment:**

Fast-paced kitchen setting; may involve early mornings, late nights, weekends, and holidays. Often involves standing for long periods and working under pressure.

## 8. Cleaners (6)

**The Cleaner**, also known as a **Housekeeper**, is responsible for maintaining cleanliness and hygiene throughout guest rooms, hallways, and public areas of the hotel. They ensure that all areas meet the hotel's standards of cleanliness, creating a welcoming and comfortable environment for guests.

### Key Responsibilities:

- Clean and tidy guest rooms, bathrooms, and common areas
- Change bed linens and replace towels and toiletries
- Vacuum carpets, dust furniture, and mop floors
- Replenish minibar items, room supplies, and amenities
- Report any maintenance issues or lost and found items
- Follow hotel cleaning standards and safety guidelines
- Assist with laundry duties as needed

### Skills and Qualifications:

- Experience in cleaning or housekeeping preferred but not always required
- Attention to detail and ability to follow instructions
- Physical stamina and ability to perform repetitive tasks
- Good time management and organization skills
- Knowledge of cleaning chemicals and safety procedures
- At least must have an SHS certificate from a recognized institution.

### Work Environment:

Physically demanding role in a fast-paced hotel setting; may involve standing, bending, and lifting for extended periods. Often includes working weekends, holidays, and in shifts.

## 9. Labourers (2)

A **Labourer** performs a variety of physical tasks to support construction, maintenance, or other manual work environments. They assist skilled trade's people and site supervisors by preparing work areas, transporting materials, and operating basic tools and equipment.

### Key Responsibilities:

- Load, unload, and move materials and equipment
- Prepare and clean up construction sites or work areas
- Assist with digging, lifting, carrying, and basic construction tasks
- Operate hand and power tools (under supervision, if required)

- Follow health and safety regulations at all times
- Perform other general labour duties as assigned by supervisors

**Skills and Qualifications:**

- No formal education required; on-the-job training provided, however the person should be able to understand and speak English and other local languages.
- Physical strength and stamina to perform manual tasks
- Ability to follow instructions and work as part of a team
- Basic understanding of safety procedures and use of tools
- Reliability and a strong work ethic

**Work Environment:**

Outdoor and indoor settings. The role is physically demanding and may involve exposure to noise, dust, and varying weather conditions.

**APPLICATION PROCESS**

Submit your application (CV + Cover Letter) to: [yakadigrant@yahoo.com](mailto:yakadigrant@yahoo.com)

**Deadline for applications:** 25<sup>th</sup> August 2025

**Why Work With Us?**

- ☐ Competitive Salary & Benefits
- ☐ Opportunities for Growth
- ☐ Supportive and Professional Environment

**A&QS GRAND VIEW HOTEL**  
*“Where Hospitality Meets Excellence”*