

# General Manager @ The Salty Pelican Yoga & Surf Retreats



**Location:** Cascais, Ericeira, Peniche (Portugal) Hiriketya (Sri Lanka)

## Position Description

Join The Salty Pelican team as a General Manager and be at the helm of our exceptional surf and yoga retreats. As a pivotal leader, you will oversee daily operations, inspire and guide the team, and ensure every guest has a memorable and seamless experience. Your leadership will drive the retreat's success, achieving both financial goals and delivering outstanding guest experiences.

## Our Mission

At The Salty Pelican, we are dedicated to crafting unforgettable moments and fostering authentic connections. Our retreats are not just about surfing and yoga; they're about creating a vibrant community where guests can relax, rejuvenate, and connect with like-minded individuals.

## What You'll Be Doing

- **Leadership & Team Management:** Lead, motivate, and support your team to achieve operational excellence and high guest satisfaction. Foster a positive and collaborative work environment.
- **Guest Experience:** Engage with guests on a personal level to build rapport, address concerns, and enhance their stay. Ensure all guest interactions are welcoming and efficient.
- **Daily Operations:** Oversee daily functions including reception, housekeeping, and food & beverage services. Ensure smooth operations and adherence to retreat standards.
- **Financial Oversight:** Ensure all extra services, including surf lessons, yoga sessions, and additional activities, are accurately recorded in the booking system. Monitor and verify that each sale is entered correctly to drive revenue growth and maintain financial accuracy.
- **Feedback & Improvement:** Collect and analyse guest feedback to identify areas for improvement. Interact with the HR team to implement enhancements based on guest insights.
- **Activity Coordination:** Plan, schedule, and coordinate activities such as surf lessons, yoga sessions, and hiking excursions. Ensure activities are executed seamlessly.

- **Standards & Procedures:** Implement and uphold standard operating procedures to ensure consistency and quality across all areas of the retreat including food & beverage.
- **Communication & Collaboration:** Serve as the primary contact for the Reservations Team via WhatsApp, manage communication directly with guests and also via the guest app. Collaborate with the back-office team via WhatsApp for reporting and inventory management.

### What We're Looking For

- **Leadership Skills:** Proven ability to lead and inspire a team, manage multiple tasks, and excel in a fast-paced environment.
- **Customer Service Excellence:** Passion for delivering exceptional guest experiences and resolving issues with empathy and efficiency.
- **Operational Expertise:** Experience in managing hotel or retreat operations, including financial oversight and team management.
- **Communication Skills:** Fluent in English; additional languages are a plus. Strong interpersonal and communication skills.
- **Adaptability:** Ability to handle challenges and adapt to changing situations with a positive attitude.
- **Cultural Fit:** Enthusiasm for surf, yoga, and a wellness-oriented lifestyle. Embrace The Salty Pelican's values and mission.

### Benefits

- **Competitive Pay:** Attractive compensation package commensurate with experience.
- **Professional Growth:** Opportunities for career advancement within The Salty Pelican and the broader Salty Pelican network.
- **Life Balance:** Enjoy a role that combines professional responsibilities with an enriching lifestyle experience.
- **Activities:** Access to yoga & wellness activities and wellness events
- **Discounts:** Discounts on food, merchandise, and retreat stays for friends and family.

### How to Apply

To apply for the General Manager position or for more information, please contact us at:

**Email:** [work@saltypelicanretreats.com](mailto:work@saltypelicanretreats.com)

**Phone:** +351 923 083 330

**Instagram:** [@saltypelicanretreats](https://www.instagram.com/saltypelicanretreats)

## **Application Details**

Please include the following in your application:

- **Name**
- **Languages Spoken**
- **Nationality**
- **Telephone**
- **Age**
- **Email**
- **Availability for training and work periods, specifying preferred locations and dates.**

## **Motivation Letter Brief**

In your motivation letter, please tell us why you believe The Salty Pelican is the perfect place for you. Share how your experiences and personality align with our mission of crafting unforgettable guest experiences. Highlight your passion for hospitality and content creation, your adaptability, and how you can contribute to our team. We're excited to hear why you're drawn to The Salty Pelican and how you can help us create lasting memories for our guests.

We look forward to welcoming you to our dynamic and supportive team. Let's create unforgettable experiences together!

## **Stay Salty!**

The Salty Pelican Team