



Job Title: **General Manager**

Employment type: **Full Time**

At **Mad Monkey**, we're not just building hostels — we're building a global community of travelers, dreamers, and changemakers.

Our mission is to create life-changing experiences through adventure, connection, and positive impact.

With hostels across Southeast Asia, Australia, and beyond, we're one of the fastest-growing hostel brands in the world — and we're just getting started.

We believe in meaningful travel, social experiences, and doing good wherever we go.
Sound like your vibe? Keep reading.

We have exciting opportunities to relocate to Southeast Asia and take on a General Manager role at one of our hostels.

Locations can include the Philippines, Indonesia, Vietnam, Laos, Thailand, and Cambodia.

The **General Manager** will have a strategic and creative approach to ensuring the best possible guest and team member experience. They will be an ambassador of the brand, exemplify the company's core values, lead with passion and in a way that empowers team members to optimise performance across all departments.

They will oversee the management of the hostel's facilities, being accountable for high standards of housekeeping and for project managing maintenance works. They will also be responsible for growing accommodation bookings, optimizing occupancy, including preparing financial projections, and monitoring and reporting on sales performance.

Training & Management: To be responsible for all aspects of running the hostel. This includes oversight of the food and beverage, customer experience, front of house, housekeeping, and



maintenance of the hostel. Responsible for a team up to 50 team members. Leading from the front, and by example, you will be able to effectively motivate a team whilst creating a shared vision of success that can be delivered upon. You will work effectively to identify and resolve the root causes of problems that are impacting the business and lead from the front to quickly resolve problems as they occur by bringing the level of gravitas and maturity to the role expected of a business leader. You will be required to manage the team through empowerment and coaching to develop their personal skills and motivation so they are excited to come to work every day. This includes helping overcome personal challenges and helping team members effectively manage conflicts and complaints, whilst installing a passion for self development and improvement in line with Mad Monkey's Core Values.

People and Human Resources: Working with the team and with the support of the HR function, you will be responsible for managing all aspects of your team. This includes scheduling training delivery, ensuring HRM systems are updated, following company HR procedures, disciplinary procedures, and maintaining accurate employment and performance records for each team member (including conducting weekly team meetings and regular performance reviews with your team). You will be required to have excellent decision making skills in the selection of new team members and to be well informed about staff tenure and salary.

Customer Service and Entertainment: Responsible for communicating and justifying planned improvements for the hostel, including customer service improvements, process improvements, and maintenance work. You will be responsible for providing feedback and resolutions to the Marketing Team on customer service issues and providing improvements to the Regional Operations Director/Manager.

Keep up to date with customer experience trends, take note of customer suggestions, maintain the "Mad Monkey" culture. Ensure the smooth running of events and entertainment, engage and talk with customers to deliver excellent service whilst you solve complaints swiftly and in a fair manner, and ensure the highest possible levels of customer service and care across the board.

Financial Oversight: You will effectively control the payroll, accounting procedures, check for errors, uphold efficient purchasing and inventory levels, and manage budgeting plans. You will have a working understanding of mathematics and basic accounting principles.



Maintenance and Quality Control: Perform daily property checks that include team, service, surroundings, and safety and monitor quality control of all departments whilst acting swiftly to correct any malfunctions by implementing lasting improvements to day-to-day processes and operations.

Training and Management

- Train the team using Mad Monkey's training materials, SOPs and policies
- Create specific task lists for each position and manage delivery through KPIs
- Ensure team morale and motivation
- Request feedback and ideas from each team member
- Conduct performance evaluations

Sales and Marketing

- Create promotions and events alongside Mad Monkey's Events department
- Liaise with tour operators to establish tours both in-house and external
- Resolve customer service feedback issues

Human Resources

- Team member recruitment
- Assist with the maintenance of accurate HR data records for all team members
- Facilitate conflict resolution between team members
- Implement bonus plans for performance of team members and management
- Keep up to date on employment laws
- Support disciplinary and grievance situations

Food and Beverage

- Ensure all Food and Beverage offerings are costed out and appropriate margins known
- Ensure Food and Beverage events and promotions are visible and appropriately marketed
- Ensure stock control is monitored and audited

Reception and Customer Service

- Oversight of check-in and check-out procedures
- Friendly interaction with Mad Monkey guests
- Provide local and regional information
- Respond to internal and external communications
- Assist with transportation requests
- Record and respond to guest concerns



- Maintain accurate reservation information
- Update bed allocation for online booking sites according to Mad Monkey policy

Housekeeping

- Ensure quality standards for cleanliness
- Conduct spot evaluations for all departments
- Ensure cleanliness, health and safety, and general property standards are maintained
- Ensure that regulations for safety and sanitation are being exceeded
- Organise and implement a rotating schedule for deep cleaning each area of the hostel

Maintenance

- Maintain the hostel facilities in proper working order
- Respond to guest and team member feedback regarding broken or malfunctioning items
- Arrange and implement a preventative maintenance schedule
- Conduct routine site inspections to identify and resolve problems with the facilities

Purchasing and Inventory Control

- Maintain a business relationship with vendors and suppliers
- Monitor inventory levels and monitor placing of orders for products and supplies
- Research suppliers for the best prices, deals, and availability of products

Accounting and Budgeting

- Follow an operational budget as laid out by the Regional Manager/Director
- Maintain accurate records of expenses and revenues
- Pay bills and collect debts in a manner that maintains a positive cash flow
- Organise and distribute payroll checks

Entertainment, Atmosphere, Activities

- Maintain the desired Mad Monkey atmosphere in the hostel: "No Stress No Worries" experience for all our Guests.
- Deal professionally with problematic guests
- Organize and execute activities and special events alongside Mad Monkey CERs
- Record duties, expenses, challenges, successes, and areas for improvement for each event for replication

Quality Control

- Conduct regular audits to ensure quality



Health and Safety

- Proactively support the Company's health and safety agenda.
- Ensure all team members are aware of their Health and Safety responsibilities as required by the company Health and Safety Policy, monitor compliance with procedural requirements.
- To be aware of and comply with safe working practices as laid down under the Health and Safety policy as applicable to your place of work, including awareness of any specific hazards in your Workplace.
- Ensuring the wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory and ensure this is applied across all departments where applicable.
- Report any defects in the building, plant or equipment according to hostel procedures.
- Ensure that any accidents to team members, guests, customers or visitors are reported immediately in accordance with correct procedures and ensure awareness of these procedures across the division.
- Attend Statutory Fire and any relevant Health and Safety training, be fully conversant with and abide by all rules concerning Fire and Health and Safety. Be vigilant in ensuring this is managed effectively across the operation.
- To be fully conversant with all Risk Assessments for your departments, COSHH Regulations, Fire and Bomb Procedures and ensure the team are up to date and proactively manage their responsibilities in these areas.
- Be ready for company audits and ensure remedial actions are followed, presenting financial costings and project plans where required.

We often get a large number of applications so if you want to stand out, please send a short video across to **hailey@madmonkeyhostels.com** telling us why you would be a great fit for this role!