

WANT TO BE A RESORT MANAGER?



WHAT SHOULD I CONSIDER?

- 🐾 Successfully completed MIT program and served 6 months as Assistant Manager (or 12 months of external Management experience)
- 🐾 Proven performance and mastered duties of my current role
- 🐾 Do I want to be the 'owner' of my Resort? Have I asked Managers what this realistically entails?
- 🐾 Am I motivated to lead and manage my team?
- 🐾 Can I establish a talent pipeline?
- 🐾 Am I prepared to own all customer interactions (and mitigate/resolve concerns)?
- 🐾 Am I able to prioritize and allocate time to all areas of the Resort?

HOW DO I TAKE OWNERSHIP?

- 🐾 Compare my experience, performance, & readiness to the requirements listed above
- 🐾 Identify areas of growth opportunity and discuss a development plan with your Manager
- 🐾 Work with your Manager to schedule a shadow experience with another Resort Manager
- 🐾 Review current career opportunities on The Park and apply for the position of interest
- 🐾 Talk to your Manager and/or Regional about career goals

WHAT WILL BE EXPECTED OF ME?

- 🐾 Ensure pet care and Resort operations meet Pet Paradise standards
- 🐾 Display a strategic approach in leading the team to achieve KPI goals for the Resort
- 🐾 Monitor NPS and develop strategic plan to increase and maintain high customer satisfaction
- 🐾 Provide sound operational guidance to leaders within Resort Management team
- 🐾 Create & manage weekly schedule to ensure adequate staffing for projected volume
- 🐾 Maintain adequate staffing levels and create talent pipeline
- 🐾 Develop and coach team members (including new hires, ULA trainees, and Management team members)
- 🐾 Partner with Facilities team to ensure Resort safety and maintenance
- 🐾 Manage inventory levels according to budget expectations

WHAT RESOURCES ARE AVAILABLE?

- 🐾 **The Park** – Career Opportunities Flyer, link to Applicant Pro applications
- 🐾 **Pet Paradise Academy LMS** – Job Descriptions, Online Courses & Self-Study Documents
- 🐾 **ThinkHR** – Online Courses & Job Aids (Assistant Manager level)
- 🐾 **Operations Support Team** – ask your Manager for assistance contacting your Training Expert and Resort Manager
- 🐾 **HQ Support Team** – email hrteam@petparadise.com with questions