



Opportunity Profile

Hospitality Manager

International Center

Krögis, Germany

contact usa@steiger.org for more information

Job Description

Hospitality Manager

International Center (IC), Krögis, Germany

GENERAL INFORMATION

Reports To: SMS Director (for all SMS activity)
Indirectly - Chief Operating Officer (based in the USA)

Status: Volunteer or Missionary *see below for more information

Location: International Center, Krögis, Germany

Team Participation: International Center Team
SMS Team (during SMS)

Direct Reports: Kitchen Team Members
Cleaning Team Members
Hospitality Team Members

Functional Relationships: IC Operations Manager
SMS Team
IC Finance/Admin Manager

General Purpose:

The Hospitality Manager is responsible for providing and managing clean, efficient, and economically viable accommodation and food services to students, visitors, and others at our International Center in Krögis. Their primary goal is to support participants of any onsite schools and to address the hospitality requirements of the SMS Director, Event Directors or anyone else with responsibility for running an event in this facility. Works closely with the IC Operations Manager to optimize efficiency and cost.

RESPONSIBILITIES

1. Accommodation

- Develop standard operating procedures on all aspects of room preparation, cleanliness and maintenance reporting. This includes, bedrooms, bathrooms, meeting rooms, hallways, offices, laundry, drying room, dining room and any outdoor furniture.
- Manage the room allocations for all schools and events.
- Ensure rooms are turned over - cleaned and prepared - in time to meet the needs to the School/Event Directors

- Maintain an accurate register of the content, quality and location of all room bedding, furniture, other accessories, cleaning products, cleaning tools (eg vacuum cleaners, brooms, cloths, etc)
- Ensure all rooms and bathrooms are cleaned
- Supervise the activities of all housekeeping and cleaning team members.
- Ensure all the rooms are clean and well presented.

2. Food Services

- Develop standard operating procedures on all equipment in the kitchen.
- Develop the roster for all the volunteers working in the kitchen
- Work with the Kitchen Team to order and receive food and beverage deliveries, ensuring they are accurate and are checked on arrival and any variances followed up promptly.
- Ensure sanitation and safety standards are maintained in the kitchen.
- Prepare justified requests for the Operations Manager for the purchase and/or maintenance of equipment, including refrigerators, stoves, microwaves, dining room furniture, tableware and serveware.
- Perform some food preparation or service tasks such as cooking, clearing tables, and serving when necessary.
- Ensure food and equipment inventories and records are maintained.
- Oversee the Chef's/Cooks in the development of any menus for schools and events on site, ensuring they meet all the requirements of the School/Event directors, including being within budget.

3. General Facility Management

- Investigate and resolve complaints about areas of responsibility in a calm and professional manner, bringing it to the attention of the Operations Manager and/or School/Event Director when needed.
- Monitor compliance with health and fire regulations regarding food preparation and serving, and building maintenance in accommodation and dining facilities.
- Keep records required by local and federal government agencies regarding sanitation, and food preparation when appropriate.
- Review work procedures in order to determine ways to improve service, performance, and/or safety.
- Ensure there are adequate cleaning, kitchen and hospitality supplies and equipment available in quantity and quality and to budget.
- Ensure that budgets are monitored and not exceeded without the appropriate permissions.
- Provide reports on budget and spending as requested.
- Ensure that all records on occupancy, room allocations, kitchen activities, breakages, etc are accurate and well maintained and provide reports on activity as needed

4. Volunteer Management

- Evaluate kitchen cleaning and hospitality team members when required
- Develop and maintain Job Descriptions for all the different jobs in the hospitality area.

- Ensure all team members receive training in their role and understand what is required.
- Address under/poor performance in team members quickly, compassionately and effectively.
- Create a culture of appreciation in the hospitality teams.

BACKGROUND & EXPERIENCE

Essential Skills & Attributes

- Well developed administrative skills including budget management
- Capacity to effectively support others, as demonstrated in prior job roles
- Ability to work well under pressure and in a fast-paced environment
- Ability to handle stressful situations, maintaining a calm demeanor, and having a stabilizing effect on people and situations around them
- Competency in successfully managing both resources and people, and in working hands-on
- Passion for environmental care and good stewardship
- Excellent written and oral communication skills
- Able to work a flexible schedule
- Attention to detail while maintaining a vision for the big picture
- Strong interpersonal skills
- Dynamic faith in Jesus Christ that informs daily living
- Spiritual maturity, modeling the core values of Steiger
- A heart for Steiger's mission and vision, and a broken heart for the lost
- Experience in hospitality services
- Management from a foundation of humility and a desire to serve

Background & Experience

Essential

- At least 3 years experience food and/or accommodation hospitality.
- Staff management experience, with a focus on empowering and supporting.
- Inventory and supply management experience
- Experience with delegating tasks while maintaining good service
- Experience in working with multiple cultures
- Basic German language skills

APPLICATION PROCESS

After reading this Opportunity Profile, if you sense the gifts and experiences God has given you are a good fit for the position of Hospitality Manager for the International Center in Krögis, Germany, we invite you to begin the inquiry process.

Please complete our Registration of Interest form ([click here](#)), which will also include uploading a CV/Resume and links to samples of your work, including your portfolio.

If you have any questions, please email usa@steiger.org

Steiger Long-Term Opportunity Types:

Missionary

A Steiger Missionary has completed Steiger's training program and usually serves in a leadership or frontline (evangelism, discipleship and/or training) role. Missionary roles are generally funded by the Missionary Support Model, which involves raising personal financial support. Steiger provides training, resources (marketing materials, an online donation page, back office support, etc.) and coaching to support its missionaries in becoming fully funded.

Staff

A Steiger Staff member serves in a paid position that is organizationally funded. Staff roles are usually administrative in nature, and/or include the responsibility of raising funds for the mission as a whole (i.e. development roles).

Volunteer

A Steiger volunteer commits time to the mission of Steiger (part time or full time), without being paid by the mission or raising personal financial support. As with missionaries or staff, volunteers have a documented job description, goals and responsibilities, and reporting relationships within Steiger's organizational structure. They may be part of a team consisting of Steiger staff, missionaries, and/or other volunteers.

What is Steiger?

Steiger is a rapidly-growing, worldwide mission organization that is called to reach and disciple the Global Youth Culture for Jesus.

The mission's primary purpose is to bridge the gap between the Church and the Global Youth Culture. Steiger does this by raising up missionaries and equipping the local church to proclaim the message of Jesus in the language of the Global Youth Culture. It establishes long-term teams in cities through creative evangelism, relevant discipleship, and local church partnership.

What is the Global Youth Culture?

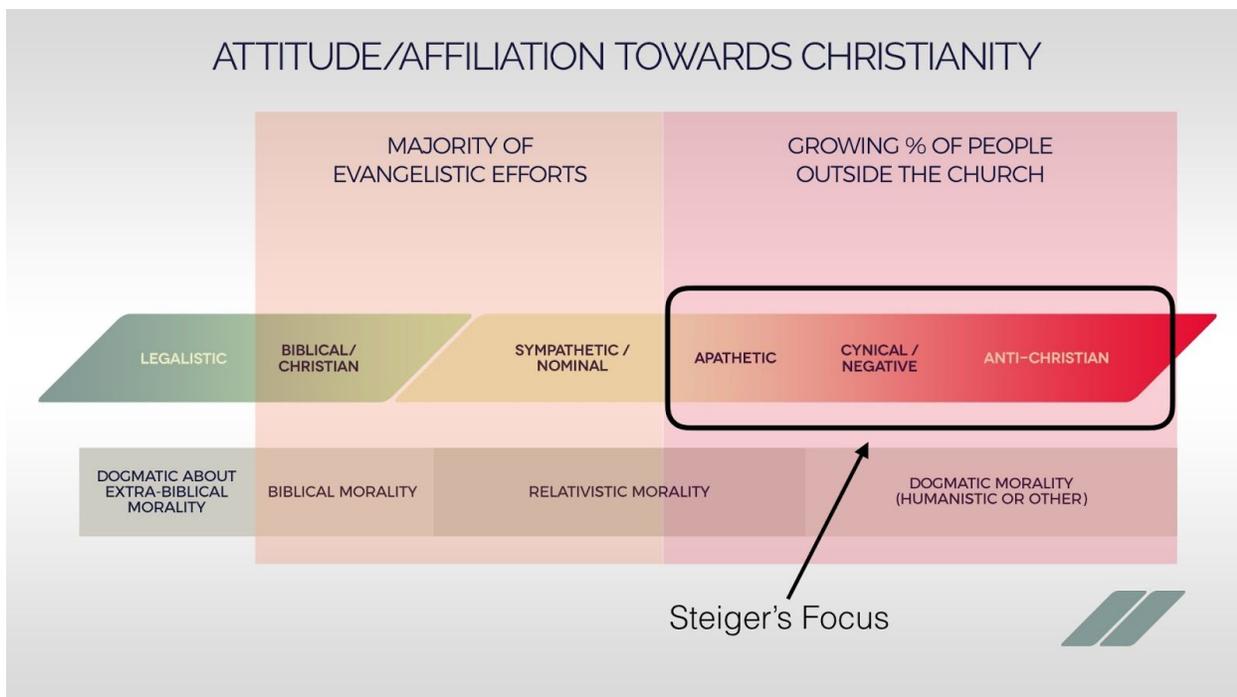
The emerging Global Youth Culture, connected by consumerism, social media, and the entertainment industry, forms the largest global culture ever to exist. It spans the globe, embracing the same values, listening to the same music, subscribing to the same YouTube channels, and following the same influencers on social media.

This global culture is largely influenced by one predominant worldview – Secular Humanism – which affirms that God is irrelevant and man is at the center. In this relativistic culture, we are god and consumerism is our religion.

This is a generation that does not look to the Church for answers, but believes it to be a dead and empty tradition of the past. Either there is no God, or if He exists, He doesn't interfere with our lives.

This demographic is not limited to post-Christian regions like Europe or the USA. It is impacting cultures in urban centers of every region of the world, including the Middle East, Asia, and Africa. The secular humanistic worldview and lifestyle is prevalent even among those who identify as a particular religious group (i.e. Muslim, Hindu, Christian, etc.).

The Global Youth Culture presents a unique challenge to the Church worldwide because of the large cultural gap that exists between the Church and secularized society. In fact, the gap is often so pronounced that for the Church to reach the Global Youth Culture, it must adopt cross-cultural principles similar to those used by missionaries engaging with unreached tribes in a foreign land.



Bridging the Gap: Steiger City Teams

Steiger's mission is to bridge the gap between the Church and the Global Youth Culture by establishing long-term teams in cities around the world.

A Steiger City Team is a dynamic, missionary team specialized in reaching the Global Youth Culture of a key urban center through creative evangelism, relevant discipleship, and local church partnership. Because it both unifies and mobilizes the Church, a Steiger team is a small, yet powerful catalytic force that can impact an entire city.

What a Steiger City Team does:

- Develops a “seeking God” culture (through prayer, Bible study, worship, and bold faith)
- Establishes a regular, relational presence in the secular scene of its city
- Engages in weekly, creative evangelism
- Creates spaces that foster discipleship (community houses, open houses, weekly informal Bible studies)
- Hosts an annual, large-scale, evangelistic endeavor (online campaign, evangelistic concert, interactive art exhibit, mission trip, etc.)
- Offers at least one annual mission training event (Steiger seminar, Compact School, or conference)
- Establishes a network of church and ministry partnerships throughout the city
- Invests continually in new leaders to plant new city teams

Statement of Faith

Steiger believes the Bible is the only infallible, authoritative Word of God.

Steiger believes in the deity and humanity of Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His present rule as Head of the Church and in His personal return in power and glory.

Steiger believes that for the salvation of lost and sinful human beings, regeneration by the Holy Spirit is absolutely essential.

Steiger believes in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.

Steiger believes in the resurrection of both the saved and the lost, they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.

Steiger believes that there is one God, eternally existent in three persons: Father, Son and Holy Spirit.

Steiger believes in the spiritual unity of believers in our Lord Jesus Christ, with equality across racial, gender and class differences.

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