



BUSINESS DESTINATION MANAGER | CUVÉE BIG ISLAND, HAWAII

About Cuvée

Cuvée owns and curates the world's most exquisite collection of ultra-luxury homes in the most sought-after global destinations. Our vision is to create the world's most elevated travel experiences by connecting our guests to their surroundings through couture design and architecture, exceptionally tailored guest planning, and delivering fully immersive and authentic experiences. We boast the highest guest satisfaction rating in the industry with the numbers to prove it. With nearly 100% of surveys collected, our average rating is 4.96 out of 5 stars across five key categories.

At Cuvée, we go well beyond renting homes. We are masters of creating and curating extraordinary journeys, milestone celebrations, and authentic experiences throughout the destinations we call home. Learn more at cuvée.com.

Job Description

We are seeking a strong leader with operations experience and deep knowledge of their destination, who is highly connected in the hospitality world. This position requires a self-motivated, resourceful, high energy and proactive manager with a dynamic personality who thrives in a fast-paced, entrepreneurial-style environment with a sense of urgency. Must be self-assured and set high standards of achievement, both personally as well as for the team and seeks opportunities to drive big wins. The ability to collaborate and work with and through others with a focus on team cohesion is critical. This role requires a delicate balance between highly personalized service, persuasive salesmanship and networking in the Hawaii community with the ability to make meaningful connections and build long-lasting relationships. Strong leadership skills to manage the Hawaii team and achieve goals is critical to success.

The Destination Business Manager will report directly to the VP of Destination Operations.

Job Responsibilities:

- Expand rental offering of ultraluxe homes in Hawaii with like-minded owners
- Manage hiring, training, appraisals and promotions for staff
- Identify high-impact Cuvée curated experiences, working with local service providers on packaging and pricing
- Achieving Rental Revenue and Rebooking Quotas for Hawaii Destination
- Maintaining guest satisfaction, which is currently 4.92 on 5-star scale
- Develop processes that meet business needs across the organization
- Develop standards and procedures for business operations
- Develop business plan and strategies to meet operational requirements

- Identify, track and analyze key metrics for the business unit
- Maintain Cuvée properties through regular inspections, housekeeping and property services while creating and documenting a scheduled maintenance program (basic property management)
- Develop and maintain relationships with local influencers such as brokers, travel agents and property managers to generate rental referrals and revenue
- Leverage connections in the community to accomplish these goals

Experience Requirements:

- Bachelor's Degree in Hospitality Management, Business Administration or applicable to position
- 5+ years of management experience, preferably in the high-end hospitality or real estate / property management sectors
- Impeccable and responsive interpersonal and communication skills including verbal and written
- Successful track record in exceeding guest satisfaction and sales quotas
- Solid insight into the luxury lifestyle and psyche of our target market(s)
- Existing connections in the Hawaii across vendors, restaurants, experience providers, property owners, etc.
- Strong proficiency in MS Office
- Experience with Salesforce considered to be an asset
- Problem solver that can work to overcome the obstacles that may prevent Cuvée from reaching its goals
- Proven track record of success and progression of 5-10 years within partner/customer relationship management in the B2B sales environment
- Must be Collaborative, Self-Directed, and Self-Confident

Salary: Commensurate with experience; base + bonus

Submit Resume: rita@cuvee.com