

Guest Service Assistant

Brand	Holiday Inn Express	Salary Range	Meets NMW/NLW
Contract	32 hours per week	Work location	Holiday Inn Express Royal Albert Dock
Supports	Guest Service Team	Reports to	Senior Guest Service Manager
Closing date	20 th March 2020	Additional info	Includes evening and weekends

What you'll be doing!

Holiday Inn Express Royal Albert Dock is looking for a Guest Service Assistant to join our team. As a Guest Service Assistant, you'll play a vital role in the function of the hotel, a key team member supporting all departments, ensuring the comfort, relaxation and safety of all our guests throughout the day. Working 4 or 5 out of 7 days both morning and evening shifts you'll be full of smiles, welcoming, friendly, professional with a great personality, each day is never the same!

The one in the know, you will be great at multitasking, self-motivating and a natural at managing your time effectively. You will be the person our guest turns to in their time of need and you'll be empowered to make things right! You will take pride in your hotel and strive to deliver a fantastic guest experience every time.

Who You'll Be working for!

Holiday Inn Express Royal Liverpool Albert Dock is situated in the UNESCO World Heritage site in a Grade 1 listed building. Centrally located in close proximity to local attractions such as the Echo Arena and Convention Centre as well as Liverpool One, Museums, Bars and Restaurants.

As an Express hotel, our focus is on offering limited services at a reasonable price. Standard amenities lean toward the convenient and practical which cater to business travellers and short-term stays.

At Holiday Inn Express we provide a friendly, relaxed and welcoming atmosphere with an enthusiastic, caring and passionate team. Working for Holiday Inn Express, you will work with, and be part of, a multi-skilled team who work flexibly to provide excellent customer service and exceed all guests needs.

Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique we deliver the brand with Centre Island Values. All our employees are engaged, enthusiastic who have Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with **INTEGRITY** and **CARE**
- **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

What we offer you!

- 28 Days Holiday pro-rated increasing to 33 days after your 5th year of Service
- Worldwide benefits programme for reduced price rooms & food and Beverage in IHG hotels
- In house rewards and recognition program
- Long Service Awards
- Uniform provided
- Career progression opportunities

Main Duties and Responsibilities:

- Delivering great Guest Service throughout your day -Assisting with guest requests and dealing with complaints to ensure guest satisfaction.
- Capturing additional revenue through walk in/ telephone reservations ensuring maximum occupancy for the hotel
- Completing all housekeeping requests are responded to in a timely manner; Inc. public areas & conference.
- Check in and check out
- Clear and clean Great Room tables during and after breakfast service
- Guaranteeing our metrics are achieved by working with the company standards.
- Preparing and cooking Breakfast for our guests in line with the Food Safety Act 1990
- Work in line with the premises licence to serve guests beverages in our Great Room Bar.
- Ensure deposits are taken for all pre paid bookings
- Plan and prepare a detailed hand over for the next shift.
- Ensuring the comfort, safety & security of all our guests at all times

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.