

Front of House - Nights Team Member

Brand	Holiday Inn	Salary Range	£Competitive
Contract	4 Days on 4 Days Off	Work location	Holiday Inn Preston
Supports	Reception	Reports to	Front of House Manager

What you'll be doing!

As a Front of House Nights Team Member, you'll play a vital role in the hotel, a key team member supporting all departments, ensuring the comfort, relaxation and safety of all our guests throughout the night. You'll be full of smiles, welcoming, friendly and professional with a great personality. Every night 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® Preston hotel stands in the heart of the city centre, a short drive from the M6 motorway.

Preston bus station is next door, while Preston train station, a 15-minute walk away, offers direct links to Manchester Airport (MAN). Within a 12-minute drive of the M6, M55, M61 and M65 motorways, the hotel offers limited free parking (first-come, first-served).

Bright guest rooms feature comfortable beds and a choice of pillows to ensure a good night's rest. You can savour a full English breakfast in Nineteen75 restaurant and dine on classic British dishes with a modern twist. Ringway Bar is a relaxed spot for a light lunch or wings and a beer. You can also host events in the hotel's 7 meeting rooms for up to 60 delegates.

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

Job Profile

Main Duties and Responsibilities:

1. Delivering great Guest Service including late night/early arrivals.
2. Capturing additional revenue through walk in/ telephone reservations ensuring maximum occupancy for the hotel
3. Completing all housekeeping requests are responded to in a timely manner; Inc. public areas & conference.
4. Finalising all payments due and balancing the day's finances.
5. Guaranteeing our metrics are achieved by working with the company standards.
6. Work in line with the premises licence to serve guests beverages in our Bar.
7. Completing the successful running of the Night Audit.
8. Plan and prepare a detailed hand over for the new day ahead.
9. Ensuring the comfort, safety & security of all our guests. Including hourly floor walks.
10. Cleaning the Public Areas of the hotel