

## Guest Service Manager

<b>Brand</b>	Holiday Inn Express	<b>Salary Range</b>	Competitive
<b>Contract</b>	40 hours	<b>Work location</b>	Manchester (M4)
<b>Supports</b>	Guest Service Assistant	<b>Reports to</b>	Operations Manager/Hotel Manager/GM
<b>Closing date</b>		<b>Additional info</b>	

### What you'll be doing!

Holiday Inn Express Manchester Arena requires a Guest Service Manager to join our team. As a Guest Service Managers you will lead a team of Guest Service Assistants to deliver a friendly, upbeat and professional welcome to our hotel. Ensuring each shift runs smoothly starting first thing preparing the Great Room for breakfast and delivering a smooth check out to serving on the bar and checking our guests in throughout the evening. The Great Room is a place for our guests to kick start their day with an Express breakfast and also work rest and play throughout the evening. As Guest Service Manager you will ensure this area is maintained to a high standard throughout the day. You will work closely with others areas of the hotel including reservation, housekeeping and finance consistently motivating your team to deliver exceptional service.

### Who You'll Be working for!

Opened in September 2011 as Centre Islands first new build property the 198 bedroom Holiday Inn Express Manchester Arena is situated right in the heart of Manchester with the Manchester Arena, The Print works and the Manchester Arndale just minutes' walk from the hotel. Located in the vibrant Northern Quarter we are ideally located for the business and leisure traveller giving our guests the gateway to what the city has to offer.

At Holiday Inn Express® our purpose is to provide simple, smart travel. That's where you come in! When you're part of the Holiday Inn Express brand you're more than just a job title. At Holiday Inn Express we look for people who are welcoming and smart; people who can focus on the things that really matter to our guests and get them right every time.

### 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 increasing to 33 days after your 5<sup>th</sup> year of service
- Free meals on duty & full uniform provided
- Access to IHG's worldwide Employee Rate and Friends & Family discount schemes
- Internal Rewards programme where you can get recognised with Love 2 Shop vouchers for demonstrating great work
- Training & Development and the opportunity to work with a fast paced, customer-focused company

### **Main Duties and Responsibilities:**

1. Lead the GSA team to deliver exceptional service
2. Run early and late shifts successful, ensuring all processes are followed
3. Complete daily banking
4. Liaise with housekeeping/nights and reservations daily to ensure a smooth guest experience
5. Process refunds when required
6. Reply to guest comments, enquiries and complaints through social media and Heartbeat
7. Update team members on guest feedback and scores
8. Drive additional revenues where possible through bar sales and kitchen sales (if available)
9. Complete HR related tasks including inducting new starters, ER and employee engagement
10. Management and ordering of bar, stationary and kitchen stocks

**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.**

**So go on - show us how your passion and personality are the perfect fit to deliver memorable experiences to our guests!**