

## CONCIERGE

<b>Brand</b>	Crowne Plaza	<b>Salary Range</b>	Competitive
<b>Contract</b>	35 hours per week (FT)	<b>Work location</b>	Manchester (M4)
<b>Supports</b>	Reception Team	<b>Reports to</b>	Senior GRM
<b>Closing date</b>	31.1.19	<b>Additional info</b>	Must be over 25 with a clean driving licence

### What you'll be doing!

Crowne Plaza Manchester city centre is looking for an ambitious, hardworking professional who strives to provide an outstanding customer service through all their interactions with both guests and colleagues. The chosen candidate will be responsible for being a helpful presence in the lobby to direct guests, offering support to the front desk at busy times, maintaining the outside of the hotel to ensure the guest approach and farewell route is clean and presentable, and will need to be capable of communicating effectively with the Reception team to ensure the smooth day-to-day running of the business. The ideal applicant should be capable of working proactively both within a team and on their own to complete various functions such as assisting guests with any queries that may arise, such as taking care of guest luggage or personal items, taking and transferring calls, accepting both hotel & guest deliveries, providing directions using their knowledge of the city centre, and offering assistance with guest parking or requests for hotel information.

### Who you'll be working for!

Crowne Plaza Manchester City Centre opened its doors in 2008 and has been wowing our guests since then. Perfectly situated in the heart of Manchester in the trendy Northern Quarter, Victoria and Piccadilly Stations and Shudehill Tram and Bus Interchange are all within a short walking distance of this stunning city centre hotel. With the Manchester Arena, The Printworks and the Manchester Arndale centre on our doorstep we attract guests from all over the world for lots of different reasons. With 228 bedrooms, a gym, meetings rooms and our cosy and inviting glasshouse bar and restaurant we really are a spectacular place to start your Centre Island career journey.

There's nothing complicated about dealing with business people. They're just people. Doing business. By day, international marketing superhero. By night: fluffy bath robe and a box set.

Like Liz, who's left her laptop cable in the cab. Or Mario, who's secretly missing his cats. The early riser, who's first in the gym. The sales team preparing for the 'big pitch' over a freshly prepared lunch. At Crowne Plaza Hotels and Resorts, we embrace the new world of business and understand that Modern business travellers want a hotel (and a hotel team) that understands and supports them, helping at every turn.

### 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 with a 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**
- Be **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. Assisting guests with directions, transportation and general information
2. Accepting & delivering parcels for the hotel, keeping an accurate log of all received items
3. Taking ownership of all guest requests via phone calls and face to face
4. Supporting the reception team during peak hours by being a constant presence in the lobby
5. Making sure the lobby area and hotel entrance is well-maintained & clean, reporting any concerns to the relevant departments or taking ownership to resolve any issues straightaway
6. Conducting luggage drops accurately and promptly as and when the business requires
7. Ensuring regular gym H&S checks are completed
8. Stocking up the Crowne Plaza Run Station in the lobby with water & fruit regularly
9. Checking out departing guests if their balance is clear and no further payments need to be taken
10. Supporting the reception team with administrative duties such as the filing & clearing of guest registration cards

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

**In order to be shortlisted for interview, you need to meet the essential criteria as outlined above.**