

GUEST RELATIONS MANAGER (MATERNITY COVER)

Brand	Crowne Plaza	Salary Range	Competitive
Contract	39 hours PW, Min 6 months Fixed Term	Work location	Birmingham City Centre (B1)
Supports	All departments	Reports to	Reception Manager

What you'll be doing!

Crowne Plaza Birmingham City Centre requires a Guest Relations Manager to join our team. We're looking for an ambitious, hardworking professional who loves to provide an exceptional customer service as well as making sure every guest is looked after before, during and after their stay. The successful candidate will be responsible for handling all guest complaints and feedback received, as well as supporting all departments during busy service periods. The selected applicant will need to communicate effectively with other departments to ensure the success & reputation of the business, as well as being capable of working productively & being proactive in completing various functions such as following up guests complaints (both face to face and via e-mail & phone), responding to reviews on Social Media, developing and maintaining relationships with guests and colleagues across the business, and specifically supporting the Reception and F&B team during their busy periods.

Who you'll be working for!

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 5th 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. Following up on all guest feedback trackers
2. Keeping track of & updating profile notes within Opera PMS
3. Responding to all Social Media reviews within 48 hours
4. Taking ownership of all guest requests & complaints via phone calls, email and face to face
5. Supporting the Reception and F&B team during busy service periods
6. Be a visible presence in the Club Lounge during F&B service times
7. Establishing & building rapport with all regular guests
8. Identifying possible sales leads and forwarding these to the appropriate colleagues within the business
9. Being an active member of the Duty Management team
10. Endeavour to achieve exceptional customer service across all hotel functions

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!

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