

Guest Service Assistant

Brand	Holiday Inn Express	Salary Range	Meets NMW/NLW
Contract	Permanent (40 Hours)	Work location	Manchester (M4)
Supports	Guest Service Assistant	Reports to	Guest Service Manager
Closing date	16.2.19	Additional info	

What you'll be doing!

Holiday Inn Express Manchester Arena requires 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 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!

Founded in 1995 Centre Island is a people focused company who value their employees as their greatest asset. Our Manchester Arena Holiday Inn Express stands proudly in the Northern Quarter, a trendy neighbourhood with bohemian bars, independent record shops, vibrant street art, great restaurants and some of the city's liveliest music venues.

Our hotel has 192 rooms providing a simple yet modern service. That's where you come in! At the 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 leave them with lasting memories.

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! - Benefits

- 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. Delivering great Guest Service throughout your day -Assisting with guest requests and dealing with complaints to ensure guest satisfaction.
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. Check in and check out
5. Clear and clean Great Room tables during and after breakfast service
6. Guaranteeing our metrics are achieved by working with the company standards.
7. Preparing and cooking Breakfast for our guests in line with the Food Safety Act 1990
8. Work in line with the premises licence to serve guests beverages in our Great Room Bar.
9. Ensure deposits are taken for all pre paid bookings
10. Plan and prepare a detailed hand over for the next shift.
11. Ensuring the comfort, safety & security of all our guests at all times

Additional duties & responsibilities may be required in this role.

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!