

Guest Service Manager

Brand	Holiday Inn Express	Salary Range	Competitive
Contract	24 hours	Work location	Liverpool Royal Albert Dock
Supports	Guest Service Assistant	Reports to	General Manager
Closing date	14.02.19	Additional info	Apply to: recruitment@exliverpool.com

What you'll be doing!

Holiday Inn Express Liverpool Royal Albert Dock requires a Guest Service Manager to join our team. As a Guest Service Manager, 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 reservations, housekeeping and finance consistently motivating your team to deliver exceptional service.

Who You'll Be working for!

Holiday Inn Express Royal Liverpool Albert Dock is situated in the UNESCO World Heritage site in a Grade 1 listed building. Centrally located in close proximity to local attractions such as the Echo Arena and Convention Centre as well as Liverpool One, Museums, Bars and Restaurants.

As an Express hotel, our focus is on offering limited services at a reasonable price. Standard amenities lean toward the convenient and practical which cater to business travellers and short-term stays.

At Holiday Inn Express we provide a friendly, relaxed and welcoming atmosphere with an enthusiastic, caring and passionate team. Working for Holiday Inn Express, you will work with, and be part of, a multi-skilled team who work flexibly to provide excellent customer service and exceed all guests needs.

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