

Nights Guest Service Assistant

Brand	Holiday Inn Express	Salary Range	Meets NMW/NLW
Contract	Full time permanent	Work location	Liverpool Royal Albert Dock
Supports	Nights Guest Service Assistant	Reports to	Nights Guest Service Manager
Closing date	17 th March 2019	Typical shifts	23.00-07.00, 5 nights out of 7

What you'll be doing!

As a Nights 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 night. you'll be full of smiles, welcoming, friendly, professional with a great personality, one night 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!

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

Job Profile

Main Duties and Responsibilities:

1. Delivering great Guest Service including late night/early arrivals.
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. Finalising all payments due and balancing the days finances.
5. Guaranteeing our metrics are achieved by working with the company standards.
6. Preparing and cooking Breakfast for our guests in line with the Food Safety Act 1990
7. Work in line with the premises licence to serve guests beverages in our Great Room Bar.
8. Completing the successful running of the Night Audit.
9. Plan and prepare a detailed hand over for the new day ahead.
10. Ensuring the comfort, safety & security of all our guests. Including hourly floor walks.

Additional duties & responsibilities may be required in this role.