

Front of House - Nights Team Member

Brand	Holiday Inn	Salary Range	£8 Per Hour
Contract	28 hours based on a 4 on 4 off rota	Work location	Holiday Inn Ellesmere Port
Supports	Reception	Reports to	Front of House Manager

What you'll be doing!

As a Front of House Nights Team Member, you'll play a vital role in 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 and professional with a great personality. Every 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!

Founded in 1995 Centre Island is a people focused company who value their employees as their greatest asset. Our Ellesmere Port Holiday Inn stands proudly on the banks of the Shropshire Union canal located on our very own island surrounded by lock gates, bridges and canals. Our hotel is only eight miles from Chester's historic city centre. Easy motorway access puts Liverpool and Manchester less than 30 minutes' drive away.

Our hotel has 83 rooms providing a simple yet modern service. That's where you come in! At the Holiday Inn we look for people who are welcoming, optimistic, and fun and smart; people who can focus on providing a proactive and personal service that brings smiles to our guest's faces.

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 day's finances.
5. Guaranteeing our metrics are achieved by working with the company standards.
6. Work in line with the premises licence to serve guests beverages in our Bar.
7. Completing the successful running of the Night Audit.
8. Plan and prepare a detailed hand over for the new day ahead.
9. Ensuring the comfort, safety & security of all our guests. Including hourly floor walks.
10. Cleaning the Public Areas of the hotel

Person Specification

		Requirement
Knowledge	Essential ✓✓	<ul style="list-style-type: none">➤ Awareness of Hotel Operations➤ IT skills➤ Basic Guest service knowledge / experience
	Desirable	<ul style="list-style-type: none">➤ Local area and amenities➤ Licencing Act 2003/ Weights & Measures Act 1985➤ Food Safety Act 1990➤ COSSH Training / knowledge➤ Fire Safety & Extinguisher Training➤ Health & Safety➤ Basic First Aid trained➤ Basic F&B operation➤ Brand knowledge➤ Duty Manager Trained

		*All of the above can be taught during the 12 week company standard induction
Skills	Essential ✓✓	<ul style="list-style-type: none"> ➤ Strong communication skills, able to communicate effectively at all levels internally and externally ➤ Ability to work well under pressure and deal with urgent tasks in a calm and professional manner ➤ Professional email / telephone etiquette ➤ To multi-skill between all departments – dependent upon where needed ➤ Ability to problem solve in a logical manner ➤ Strong IT skills ➤ Ability to prioritise workload ➤ Problem solving ➤ Being flexible
	Desirable	<ul style="list-style-type: none"> ➤ Ability to negotiate with and influence individuals and groups ➤ Confidence in numbers, basic numeracy skills to deal with financial reports and requirements: ➤ Basic maintenance skills ➤ Hotel receptionist skills
Experience	Essential ✓✓	<ul style="list-style-type: none"> ➤ Experience of customer facing interactions ➤ Experience in prioritising and scheduling workload ➤ Experience dealing with difficult situations
	Desirable	<ul style="list-style-type: none"> ➤ 1 year hotel experience ➤ IHG experience ➤ Previous Nights experience ➤ Duty Manager Experience ➤ Cash/credit card handling

Behaviours & Competencies	Results for Success <ul style="list-style-type: none"> ▪ Proactively demonstrates hospitality in all customer interactions ▪ Takes responsibility for delivering personal goals and the team/department/hotel targets 	
	Exceptional People <ul style="list-style-type: none"> ▪ Operates with integrity ▪ Treats people with dignity, respect and fairness 	
Additional requirements	Initiating Action <ul style="list-style-type: none"> ▪ Presents a positive disposition and maintains behaviour when under stress ▪ Shows commitment to change and supports change initiatives 	
	Leadership <ul style="list-style-type: none"> ▪ Demonstrates commitment to the organisation and its vision, mission, and purpose ▪ Actively listens 	
	Essential ✓✓	<ul style="list-style-type: none"> • Must showcase the company values • Ability to work alone and as part of a team • Must be goals orientated to support team achieving hotel targets
	Desirable	

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