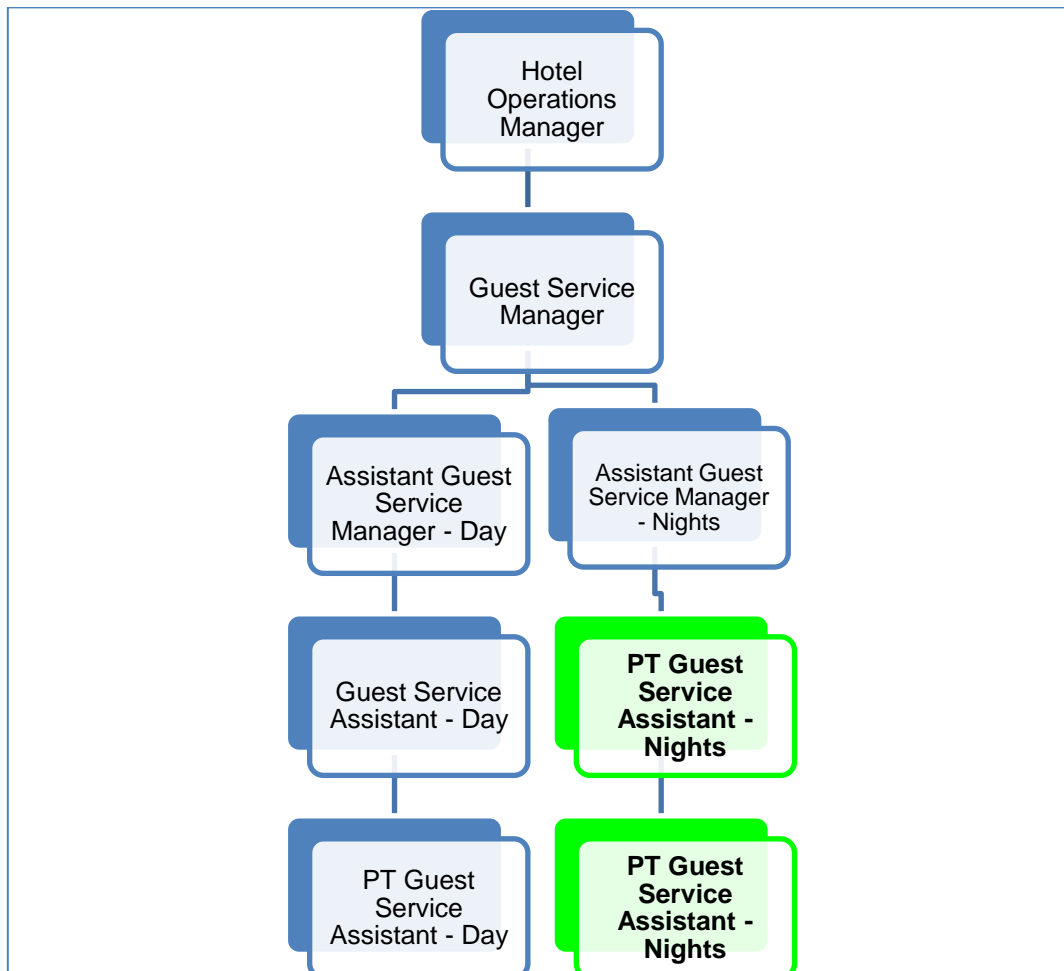




Job Description –Guest Service Assistant - Nights

POSITION: Guest Service Assistant - Nights
HOTEL: Fanhams Hall Hotel
DEPARTMENT: Guest Service
DIRECT REPORT: Assistant Guest Service Manager
DOTTED LINE REPORT: N/A

ORGANISATION CHART



Goal

You will be responsible for the Hotel, its guest and team members. You will ensure the hotel and all in it are safe and secure and for ensure any evacuations or emergency situations are handled in the proper and safe manner according to Hotel policy.

You will run night audit and manage the guest services function (including but not limited to check in, check out and reservations) throughout the shift adhering to the highest levels of guest service.

Main responsibilities against our five non-negotiable

Creating Happiness in Amazing Places

- Assisting with the overall operation of the hotel
- Attending to guests' needs and requirements including check in and check out procedures
- Maintain presentation of key front of house areas to include some cleaning duties
- Handle telephone enquiries including basic hotel reservations
- Coordinate all emergency procedures in the event of any incident in and around the hotel premises and grounds including fire and other serious incidents
- Responsible for the security and integrity of property and guests whilst on duty, whilst adhering to company policy and legislation
- Carry out cleaning tasks
- Prepare early breakfast requests

Exclusive People

- Arrive for duty on time and with clean and hygienic presentation
- Ensure the Guest Services Manager is informed of any relevant feedback from guests or hotel employees
- Ensure that the arrivals and departures for the shift are handled in a efficient and courteous manner
- Assist with guest relations tasks in an efficient and timely manner within established procedures when needed
- Attend any appropriate and relevant training
- Maintain a high standard of personal hygiene and dress and ensure that staff also comply with these requirements in compliance of company uniform policy
- Handle and oversee guest complaints, ensuring these are passed on accordingly to the Guests Services Manager and the Assistant Guests Service Manager as and when required

Improve Profit & Increase Revenue

- Undertake night audit processes in line with company procedures
- Ensuring cash handling processes are followed at all times
- Ensure EPIC is used for all purchases
- Promote revenue awareness and maximise sales opportunities amongst the team
- Ensure cost of sales targets are met including commissionable services

- To bring a proactive approach by researching new techniques, methods and ideas to keep us at the forefront of the industry.

Strong Brand

- Is an ambassador for the company
- Consistently delivers company standards
- Ensure team knowledge is up-to-date on all properties at all times
- Ensure that all documentation used during the Customer Journey is on-brand in delivery
- Ensure that all company standards are adhered to at all times.
- Ensure that all front of house areas are well maintained and presented

Skills & Experience Required

- Experience at a similar level from within a luxury hospitality environment
- Strong eye for detail
- Demonstrate excellent communication skills
- Demonstrate a passion for guests
- Ability to multi-task
- Able to remain calm under pressure and work efficiently in emergency situations
- Able to work alone and unsupervised
- PC literacy including excellent working knowledge of hotel PMS
- Be flexible with shift work to meet the needs of the business

Health and Safety

1. To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.
2. The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
3. To report any defects in the building, plant or equipment according to hotel procedure.
4. To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
5. To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.
6. To be fully conversant with:
 - The Hotel Fire and Bomb Procedures
 - The Hotel Health and Safety Policy Procedures
 - Departmental Food Hygiene Regulations
 - C.O.S.H.H. Regulations
 - Staff Handbook

NOTE: This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

Employee Name (print)

Date

Employee Name (Signature)