

# Job Description

## Nights Team Member

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| <b>Position:</b> Night Team Member  | <b>Department:</b> Nights Team | <b>Reporting to:</b> Assistant Night Manager                  |
| <b>Salary:</b> £23,809.50 per annum | <b>Contract:</b> Permanent     | <b>Hours per week:</b> 37.5 hours per week, 5 nights out of 7 |

**Job purpose:** To meet and exceed guest expectations through consistent delivery of service levels, delivering the operational needs of the hotel overnight not limited to front desk, food and beverage and housekeeping, in accordance with our brand standards, company policies and procedures, ensuring the highest levels of customer service and ensuring a safe and secure environment.

### **Role Competencies:**

#### **Planning Timescales:**

- To work within a team to deliver the operational needs of the Hotel overnight.
- To accurately complete the daily night audit and reporting in a timely manner.
- To carry out regular safety checks of the building.
- To record and report maintenance and security issues, raised by guests or employees, and follow up where appropriate.
- Completing daily cleaning requirements.
- Assisting other departments as necessary.

#### **Decision Making:**

- To recover guest complaints in line with brand and company standards.

#### **Impact and Influence:**

- Ensure delivery of exceptional guest service and achieve positive outcomes from guest queries in a timely and efficient manner.
- To be compliant with all legal, company and hotel standards ensuring the proper usage of chemicals/cleaning supplies and machinery.
- To maximise guest loyalty by driving Hilton Honors enrolments and effective service recovery.
- To ensure that equality, diversity, and inclusion is maintained and developed across all programmes and areas of the business.
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#### **Skill Level:**

- To conduct general administrative duties using Microsoft office, internet explorer and the hotel property management system and applications
- To ensure that all company systems are used to maximize efficiency and Guest satisfaction and safety.
- Being fully responsible for all transactions carried out during your shift.

#### **Communication:**

- To handle customer complaints and feedback, reporting trends to the Nights leadership team.
- Maintain good working relationships across the hotel.

**Budget Management:**

- Assist in increasing the occupancy, average daily rate and TREVPAR through upselling within the department.

**Lead and Develop:**

- To support colleagues where required.

**Operating Parameters:**

- Provide a swift and effective check-in process for late arrivals and early check outs adhering to standard operating procedures.
- To be the main point of contact for guests dealing efficiently with any requests, enquiries and any complaints.
- To ensure the proper usage of chemicals/cleaning supplies and machinery.
- Ensure all telephone calls as answered efficiently.
- To assist in other areas of the hotel not limited to food and beverage and housekeeping operating in line with brand standards, company policy and procedures.
- To carry out regular safety checks of the building to include floor walks.
- To support in the event if the evacuation of the hotel, upholding fire life safety overnight.
- Any other reasonable request as required by the business.

**Essential and Desirable Job Criteria:****Essential**

- Have a passion for delivering exceptional customer service with a 'can do' attitude.
- Excellent interpersonal and communication skills and presentation
- Have the ability to work as part of a team and on own initiative.
- Be flexible, motivated, and committed.
- IT proficiency

**Desirable**

- Previous experience of evacuation procedures and upholding fire life safety
- Previous hotel experience
- Previous night work experience
- IT skills to include PMS and Microsoft Office; preferably previous experience of OnQ

**Safeguarding** - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

**Equality and Diversity – must be able to demonstrate** that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: