

Job Description

Position: Nights Team Member

Department: Nights Team

Reporting to: Night Manager

Job level: Team Member

Contract: Permanent

Hours per week: 40 hours per week, 5 days out of 7

Job purpose: To meet and exceed guest expectations, through consistent delivery of service levels in line with brand requirements, and to work well within a team to deliver the operational needs of the hotel during the night.

Job Description

Main objectives:

- To welcome (check in) all arriving guests to the required minimum standard.
- To bid farewell (check out) all departing guests to the required minimum standard.
- To handle all telephone calls, including external and internal for in-house guests, enquiries, and other departments
- Being fully responsible for all transactions carried out during your shift.
- To record and report maintenance and security issues, raised by guests or employees, and follow up where appropriate.
- Act in accordance with all health and safety, Hotel and Stadium Security, Emergency procedures and manage the instigation of these, as and when required.
- To conduct general administrative duties using Microsoft office, Internet explorer, the hotel property management system, etc.
- To reconcile Daily Accounts throughout the business and complete the Night Audit daily in compliance with the hotel brand standards, using the hotel property management system.
- Completing Daily Cleaning Requirements
- Assisting other departments as necessary

Person Specification

Essential skills and qualifications:

- A Passion for driving the Guest experience.
- Ability to respond to Guest feedback/comments.
- Excellent interpersonal and communication skills
- Flexible, resilient, and able to work under pressure.
- Excellent personal presentation
- IT proficiency

Date created:

Behavioural Indicators:

Entry

- Personal Attributes (Self Development)
- Delivery at Pace (Passion for Customers)
- Personal Attributes (Integrity and Trust)
- Functional Skills (Communication)

Skilled

- Personal Attributes (Resilience)
- Personal Attributes (Respect for Others)

Date created: