



**JOB TITLE:** Hotel Manager  
**JOB REFERENCE:** HM 11/19

Seeking to recruit a versatile, strong individual with a hands-on approach, to ensure the hotel delivers a high-quality service to the guests, maximising on all sales opportunities.

This is a 'hands on' role that will require you to work a range of shifts including early and late shifts. You must have high customer service skills and have a strong understanding of Food & Beverage. This is an exciting opportunity offering unrivalled exposure working in a diverse workplace with an outstanding reputation for staff development and customer service.

In return, you will be supported by a strong leadership team who seek to continually improve and maximize the potential of staff by fostering a culture that encourages delegation, innovation, accountability and teamwork.

**The position:**

**As Hotel Manager you will be responsible for the management of the day-to-day operations of the Hotel whilst on shift.**

This will include the following:

- Managing all aspects of the customer journey in order to maintain exceptional levels of customer service.
- Planning for and managing the daily business of the Hotel across all areas, including Guest Check in/out, Weddings, Food and Beverage Departments, Spa, Housekeeping and Maintenance.
- Managing customer expectations, including dealing with and resolving any customer service issues if they arise.
- Management and motivation of staff in all areas, including front and back of house.
- Ensuring that Health & Safety policies and procedures are adhered to.
- Managing daily communication meetings and staff briefings.
- Ensuring adherence by staff to agreed standards of grooming & appearance, demeanour & behaviour.

**The Person:**

***Essential criteria:***

The successful applicant must:

- Have at least 1 year experience in a management role in a fast-paced environment within a leading Hotel/Resort Team.
- Experience in a Food and Beverage position in a fast-paced environment.
- Possess excellent organisational skills with a keen eye for detail.
- Have a particular strength for motivating staff to achieve exceptional levels of service.
- Be an enthusiastic and positive team player, capable of building strong working relationships across the entire Resort.
- Be able to work well while under pressure, showing initiative whilst multi-tasking.
- Have a flexible work approach, being available to work shifts and weekends.

**Desirable criteria:**

- Previous experience in a Hotel/Duty Manager position

***Why work for us? We offer:***

- Great opportunity to enhance your career with prestigious 4-star Resort
- Upon passing a 6-month probation, you will be invited to enjoy an overnight stay in one of our luxurious bedrooms as well as friends and family rates on accommodation
- Discounts on many services offered by our Spa & Golf Resort
- Training and development opportunities
- In house and external training
- Attractive pay scale on offer

**We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.**

Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.

**Galgorm Spa & Golf Resort is an equal opportunities employer.**

**The closing date for applications will be Thursday 28<sup>th</sup> November at 12pm.**