

GALGORM

SPA & GOLF RESORT

JOB TITLE: Night Concierge
JOB REFERENCE: NC 09/19

We are looking to recruit a **Full Time Night Concierge** with an **excellent attitude and customer service skills**.

This position is full time and will be night shifts, based 4 nights out of 7.

The Position:

The main responsibilities for this position include:

- Assisting guests in any way possible and to carry out Reception and Food & Beverage service to the standard set by the hotel and to the satisfaction of guests.
- Setting up conference rooms in full accordance to the guidelines of the corresponding business sheet.
- Carrying out porter procedures as per the nightly checklists.
- Maintaining a clean and smart appearance at all times.
- Be fully conversant and compliant with Health and Safety, Fire and Security policy and procedures.
- Issuing of keys only to correct personnel/residents.
- Maintaining a high level of security in the hotel and co-operation with all other departments.
- Dealing with disruptive or difficult guests accordingly and report any suspicious/unusual behaviour, calling the Police if necessary.
- Systematic and regular patrolling of resort grounds.
- Being able to give a clear and concise handover at the end of a shift, highlighting any events that have occurred and forthcoming events.

The Person:

- Must be over 18 years of age due to legal requirements.
- Must have excellent attention to detail.
- Previous hospitality experience desirable.
- Able to demonstrate current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area.
- Heavy lifting can be expected from time to time

GALGORM SPA & GOLF RESORT ARE EQUAL OPPORTUNITY EMPLOYERS

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.

To apply this position, please send your CV to HR@galgorm.com ref; NC 09/19