

## Night Supervisor

- Location:** Ibis City Centre, 100 Castle Street Belfast, BT1 1HF
- Department:** Reception / Restaurant / Bar / Kitchen
- Reports to:** General Manager, Assistant General Manager, Night Manager
- Hours of Work:** 40 hours per week
- Rate of Pay:** £9.50 per hour

### Job Overview

Welcomes the guests who arrive late and takes care of them until their departure

Contributes to guest satisfaction by providing high standard of service in line with norms and procedures

Responsible for the Hotel once the daytime Managers are off duty

Helps the Department meet its quantitative and qualitative targets

Ensures the safety of property and people

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### Duties and Responsibilities

#### Customer Relations:

- Provides a friendly and personalised welcome for guests
- Anticipates guests' needs and takes them into consideration
- Handles any guest complaints and/or remarks
- Conveys the Hotel image

#### Professional Techniques / Production:

- Takes care of the arrival and departure processes for guests, ensuring they take as little time as possible
- Informs guests about the formalities, any special conditions relating to their stay and the services available
- Service of food and drink following Standard Operating Procedures
- Ensure kitchen area is fully cleaned down and set up for Breakfast service
- Breakfast set-up and prep for morning shift, following Standard Operating Procedures
- Handles phone calls and manages the reservation schedule
- Follows up any customer requests (wake-up calls, taxi, etc.)
- Writes a report on activities and incidents that occur during the night
- Ensures that guest documentation at Reception and in the lobby is available and up-to-date

#### Commercial / Sales:

- Promotes the Hotel's range of services in order to increase sales





- Applies and actively supports the Hotel's pricing policy
- Encourages customer loyalty by promoting the Brand Loyalty Programme

#### Management and Administration:

- Respects the procedures governing invoicing and cash operations
- Responsible for the Reception's cash holdings
- Establishes the closing and nightly activity reports for Hotel Management

#### Hygiene / Personal Safety / Environment:

- Ensures the workplace remains clean and tidy (Reception / Restaurant / Bar / Kitchen)
- Applies the Hotel's security regulations (in case of fire, night patrols, closure of the accesses, etc.)
- Respects the Hotel's commitments to the Accor "Planet 21" (saving energy, recycling, sorting waste, etc.)

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#### Accountability

This job involves working in Reception, Restaurant, Bar and some Kitchen duties. Hours will include night and weekend shifts

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#### Qualifications and requirements

##### Essential:

- Experience within a Night Supervisor Role
- Customer Service Skills
- Good Communication and Written Skills
- 5 GCSEs at Grade C or above to include Maths and English or equivalent
- Proven experience within Front Office Management Systems
- High level of IT proficiency

##### Desirable:

- Experience within the Hospitality Industry

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#### Accor Employee Benefits:

30% Discount on Accommodation  
Vouchers

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#### Andras Hotels Employee Benefits:

Andras Academy – progression opportunities within the Andras Hotels Group  
Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food  
28 days Holidays  
Work for globally renowned Hotel Brands  
Continuous Job Vacancies throughout the Group  
Uniform  
Staff meals while on duty

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The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job

