



**Job Title:**  
**NIGHT SUPERVISOR**

**Responsible to:**  
General Hotel Manager

**Location:**  
Holiday Inn, 40 Hope Street, Belfast, BT12 5EE

**Experience:**  
**Essential**

- Experience within a Night Supervisor role
- Customer Service Skills
- Good Communication and written skills
- 5 GCSE's at grade C or above to include Maths and English or equivalent
- High level of IT proficiency

**Desirable**

- Experience within the hospitality industry
- Proven experience with Front Office Management systems

**Rate of Pay:**  
£8.20 per hour

**Hours of Work:**  
40 hours per week

**Purpose of Job:**  
Assist the Night Manager in ensuring that night audit procedures are adhered to and also to deal with guest queries to ensure the comfort, security and safety of guests

**Main Duties:**

- Assist the Night Manager in ensuring the smooth running of the hotel at nights by making sure that staffing levels are at the optimum
- Assist the Night Manager in the management of all night staff accordingly
- Assist in the recruitment of staff when required
- Provide an efficient and courteous information service for guests
- Oversee/alter reservations for theatre, trip/tour, restaurants, car hire, flights etc. for guests
- Serve food and beverage to resident guests at night if so requested by management, observing correct service and cash/charge procedures
- Cover switchboard if requested by management and ensure telephones are answered in a speedy and professional manner with an appropriate greeting
- Oversee the general upkeep of public areas, ie, toilets, main foyer and porch and all lighting levels for same. Lobby area to be hoovered every night in preparation for next day's business
- Liaise with all other departments on the special requirements of large groups or individuals and follow through, eg, morning paper delivery, placing gifts in rooms, group departure times etc.
- Actively participate in any training and personnel exercises designed to improve standards and performance levels
- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment
- Work in accordance with standard procedures within each department
- Keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under Health & Safety at Work act (1989).

**Note:**

**This list is not exhaustive and is only a guideline to the typical duties that may be asked of you. It may be modified at any time to meet the changing needs of the business. You will be expected to comply with any reasonable requests or duties directed by management**