Assistant Night Manager

**Location:** Ibis City Centre, 100 Castle Street Belfast, BT1 1HF

**Department:** Reception / Restaurant / Bar / Kitchen

**Reports to:** General Manager / Night Manager

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

**Rate of Pay:** £9.50 per hour

**About Us…**

We are always looking for talented and enthusiastic team members at all levels to join our company

We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company

Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We’re the city’s largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

**About the Role…**

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

**About You…**

You will be an approachable person, being vibrant, confident and professional in personality. You will have superior communication skills, the ability to perform well as part of a team, and also be able to work on your own initiative

**Why Work for Us…**

**Andras Hotels Employee Benefits:**

Induction and Training Programme

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Pension Scheme

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

**Accor Employee Benefits:**

30% Discount on Accommodation

Vouchers

**Duties and Responsibilities**

* 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
* 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
* 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
* 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
* 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.)

**Accountability**

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

**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

**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**