

Night Supervisor

Location: Crowne Plaza, 117 Milltown Road, Shawsbridge, BT8 7XP

Department: Front Office / Nights

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 and we are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

Primarily this role will involve assisting 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. You may assist in other departments to ensure an excellent service to our guests and ensure we are meeting the high standards of our international brands.

About You...

You will have strong attention to detail. You will enjoy working with a team and contributing positively to it, but also have the ability to work on own initiative. Communication is key working in the department to ensure all standards are adhered to.

Why Work for Us...

Andras Hotels Employee Benefits:

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape based at Crowne Plaza
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme.

Main Duties and Responsibilities...

- 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, i.e. toilets, main foyer and porch and all lighting levels for same. Lobby area to be hovered 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, e.g. 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).

Behaviours...

- Teamwork – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable.

Accountability...

- Works within Nights / Front Office Department
- Hours of work will involve evenings, nights, weekends and bank holidays.

Qualifications and requirements...

Essential:

- Experience within a Night Supervisor role
- Customer Service Skills

- Good Communication and written skills
- Proven experience with Front Office Management systems
- High level of IT proficiency
- Must have a clear understanding of speaking and understanding English.

Desirable:

- Experience within the hospitality industry
- 5 GCSE's at grade C or above to include Maths and English or equivalent

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.

To apply, please submit your CV by email to hassistant@andrashouse.co.uk