

Night Supervisor –40 hours

Hotel:

IBIS City Centre

100 Castle Street
Belfast, BT1 1HF

Department:

Nights

Reports to:

Night Manager

About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

What is the job?

The Night supervisor is instrumental in overseeing the running of the hotel from sunset to sunrise. This is a hands on role managing the guest expectations and ensuring the standards of the brand are maintained. As a Night supervisor particular emphasis is placed upon maintaining the security of the hotel and you may at times assist other departments to ensure an excellent service is provided to our guests.

What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at Bodyscape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

Your day to day

Front Office

- Achieve individual and departmental targets and objectives
- Welcome guests in a friendly, prompt and professional manner recognising Loyalty Club Members and returning guest.
- Check in/check out guests according to procedure, issue room keys, provide information on hotel services and room location.

- Answer the telephone in a prompt and courteous manner.
- Up- sell services to maximise hotel revenue
- Promptly resolve customer issues, requests and enquires
- Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow up
- Accurately process cash and credit card transactions using established procedures
- Be full conversant and comply with the Health and Safety procedures of the hotel.
- Immediately report any Health and Safety incidents, security breaches, concerns or suspicious behaviour to the supervisor or manager on duty#
- Work as part of a team and communicate with other departments as per hotel procedures to ensure excellent quality and service
- Good local knowledge enabling you to provide information to guests of local tours, attractions etc.
- Run nightly reports from hotel software as per hotel standard
- Complete necessary reports required by management to agreed standard
- Reconcile F&B and Reception tills and floats in accordance with agreed procedure and lodge money accordingly
- Act as Duty Manager in the absence of Night Manager to oversee the smooth operation of the hotel at night so that all tasks are completed by the Night Team to a high standard and in a timely manner.

Food and Beverage

- Achieve individual and departmental targets and objectives
- Play a crucial part in the day-to-day setting up of breakfast which will include cooking and cleaning ensuring the breakfast area is set to brand standards
- Serve food and beverages to the standards set out by the hotel at all times.
- Follow the food and beverage sequence of service set out by the hotel at all times.
- Ensure that adequate preparation is carried out
- Prepare and serve food as per the 24 hr snack menu
- Be responsible for the cleanliness of all equipment used to serve guests
- Demonstrate service attributes in accordance with industry expectations and company standards including attentiveness, anticipation, accuracy and maintaining high levels of knowledge about the products and services offered by the hotel.
- Participate in any training sessions, briefings and meetings as and when requested.
- Complete end of day procedures including till conciliation

Safety and Security

- Responsible for the safety and security of the guests and maintenance of the hotel at night
- Perform regular night-time walks around the hotel
- Ability to carry out basic first aid when required
- Perform the role of the hotel fire warden and any associated duties
- If required deal with difficult guests
- Make contact with police/ambulance and other emergency services if required
- Remove potential hazards where appropriate to ensure the hotel is a safe environment

Other

- Clean and set up conference / meeting rooms as and when required to brand standard
- Clean public areas and hotel entrance
- Perform minor maintenance tasks as and when required



- Receive goods as per procedure and ensure correct storage
 - Perform housekeeping duties if and when required
 - You will be expected to adopt the hotel brand behaviours
-

What we need from you

Essential:

- Experience within a customer service role
- Basic level of IT proficiency
- Must have a clear understanding of English

Desirable:

- Experience within the Hospitality industry

How do I deliver this?

Heartist Transforming” - Offering guests a different experience, creating emotion, forging lasting relationships built on courtesies, moments and memories, also means allowing spontaneity, encouraging initiative and letting every employee express their personality.

AccorHotels sees a “**Heartist**” in each employee — a master of the art of hospitality who serves others from the heart, with curiosity and inventiveness and therefore always strive to:

- Make guests feel **welcome**
- Make guests feel **heart-warmed**
- Make guests feel **incredible**
- Make guests feel like they **belong**.

There’s so much more to the job than we can capture here. It’s simply about creating great experiences, doing the right thing and understanding people.

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

