

Assistant Night Manager – 40 hours per week- Pay £11.53/hour plus overtime

Hotel:

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

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?

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 will work as Night Duty Manager in absence of Night Manager and ensure all services provided in hotel meeting high standards of Crowne Plaza. In this role you will monitor night porter and late-night food & beverage staff. We will provide you full training of Property Management systems and Hotel health and safety.

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

- In absence of Night Manager act as Night Duty Manager responsible of smooth running in all departments

- Complete all reception night duties include cash up, night audit, night reports check in late arrivals and do early check in.
- Assist the Night Manager in the management of all night staff accordingly
- Provide solution for any problem/complaint by guest as per Hotel Problem resolution Policy.
- Supervise and Serve food and beverage to resident guests at night, observing correct service and cash/charge procedures.
- Do Property walk around and report any defects and issues to relevant department
- Go through daily conference sheets and set rooms if requested by Conference department
- Keep all public areas neat and tidy and free from any hazards.
- Liaise with all other departments on any guest request i.e., wake up calls, book taxis, early breakfast, group departures, 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
- Uphold of the equal opportunities policy to ensure that there is a neutral working environment
- Work in accordance with standard procedures within each department

What we need from you

Essential:

- Experience within a customer service role
- Good Communication and written skills
- Good with computer systems and Apps
- Must have a clear understanding of speaking and understanding English.
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Desirable:

- Experience within the hospitality industry

How do I deliver this?

We genuinely care about people, and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Crowne Plaza Hotels.

Crowne Plaza hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay

- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner

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

