



Guest Experience Manager

Closing Date: 25/06/2021

Description:

The 5* Lowry Hotel is recruiting for the exciting role of Guest Experience Manager. This role reports directly to the Front of House Manager and will complete duty manager shifts on a regular basis. This role will ensure that the guest relation function runs seamlessly and providing an efficient level of five-star services to all guests.

The ideal candidate will have excellent knowledge of Manchester City Centre and a proactive and conscientious outlook, with a 'nothing is too much trouble' attitude, where five-star service is paramount. You will also possess a full driving licence.

We want to be leaders in the services we can facilitate for our guests. This role involves meeting our VIP guests and clients and ensuring that their every requirements are delivered in a 5 star manner and their expectations are exceeded.

Responsibilities:

The role will be key to Duty Management shifts within the hotel.

The ideal candidate will possess a professional approach and demonstrate outstanding communication and interpersonal skills. You must have excellent organisational skills and previous experience in a similar role within a guest focused environment is essential.

Flexibility in this role is required as the hours of work are on a shift basis including weekends, early & late shift.

In return for your commitment to delivering five star service and standards, we offer excellent training and development opportunities in addition to other benefits such as hotel discounts, uniforms and meals on duty.

Benefits:

Great benefits available and career progression within the brand

- Uniform and Meals on duty provided
- Unique team member discount rate and 50% of all food and drink. Friends and family discount also available.
- Access to discounted rates with Millennium and Copthorne Hotels
- Access to wider wallet benefits platform
- Access to online training facilities with Flow
- Death in service benefit for contracted employees

Details:

Rate of Pay: Competitive

Working Hours: TBC

Contract Type: Permanent, Full Time

If you're interested in this role, please contact:

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