Front Office Team Member

Closing Date: 24/09/2021

Description:

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| Crown Plaza Manchester City Centre requires a Receptionist to join our team immediately. We’re looking for an ambitious, hardworking professional who loves to crunch numbers alongside responding to guests needs. The candidate will be responsible for all day to day receptionist duties and will need to communicate effectively with the Reception management team to ensure the satisfaction of our guests and completion of admin tasks. The ideal applicant should be capable of working productively within a team and at times on their own to complete basic functions, such as checking guests in and out, preparing the reports and paperwork prior to the check in/out, communicating with reservations / housekeeping / F&B, and taking initiative for any other necessary tasks. A flexible schedule and willingness to work occasional overtime when necessary would be welcomed! |

Responsibilities:

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| Who you’ll be working for!  Crown Plaza Manchester City Centre opened its doors in 2008 and has been wowing our guests since then. Perfectly situated in the heart of Manchester in the trendy Northern Quarter, Victoria and Piccadilly Stations and Shudehill Tram and Bus Interchange are all within a short walking distance of this stunning city centre hotel. With the Manchester Arena, The Printworks and the Manchester Arndale centre on our doorstep we attract guests from all over the world for lots of different reasons. With 228 bedrooms, a gym, meetings rooms and our cosy and inviting glasshouse bar and restaurant we really are a spectacular place to start your Centre Island career journey.  RESPONSIBILITIES:  -Check in guests  -Check out guests  -Take ownership of all guest requests via phone calls and face to face  -Support the supervisory team  -Make sure Brand Standards are followed throughout the day to day duties and activities  -Prepare the reports/member paperwork prior to check in  -Balance all financial transactions from your shift  -Support nights and concierge team during busy periods  -Ensure IHG Way of Clean and COVID measures are in place and adhered to at all times  -Focus on problem resolutions ensuring all our guests leave happy |

Benefits:

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| -28 Days holiday increasing to 33 days after your 5th year of service  -Free meals on duty & full uniform provided  -Access to IHG’s worldwide Employee Rate and Friends & Family discount schemes  -Internal Rewards programme where you can get recognised with Love 2 Shop vouchers for demonstrating great work  -Training & Development and the opportunity to work with a fast paced, customer-focused company |

Details:

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| Rate of Pay: Competitive  Working Hours: TBC  Contract Type: Full Time, Permanent |