



## Guest Service Manager

Location: Manchester, Deansgate

Closing Date: 31/04/2024

### Description:

We love this role because it has so many different facets. There's abundant opportunity to be creative, warm, imaginative—and refresh your leadership skills in our Guest Services department. Our Manchester hotel has an opportunity for a service-minded Guest Services Manager to lead and inspire our great-natured service team. Our Guest Services Manager will train, supervise and mentor new hires, setting them up for success in the most productive ways. It's a role in which you'll be constantly interacting with guests, whether you're welcoming them from across an ocean or just around the corner. And you'll be teaching others to do the same, so leading by example is everything in this role.

### Responsibilities:

About you:

- Passionate about hotel operations and guest service with a minimum of 2 years of similar work experience.
- Advanced knowledgeable of hotel operations, a strong leader and a proven track record in guest and team member engagement and financial performance.
- Excels at communication, both verbal and written.
- Is flexible and willing to meet the demands of a 24-hour operation

### Benefits:

Designed by Nature work environment, Health & Wellness programs to suit all, Mental Health Training and collaborators with So Lets Talk, Corin & Co and more

Career Advancement: We're growing rapidly and with growth comes advancement opportunities (around the globe), SH University - Offers team members a chance to grow and flourish

Work/Life Balance: Paid Time Off, Holidays, Agility, Cycle Schemes

Pay it Forward: a day annually to volunteer & plus hotel organised volunteer opportunities throughout the year, Earth day giving back activities, Retirement Planning Pension schemes, Wagestream financial planning services, Team Member recognition programs, Recommend and friend schemes, Free food on shift in your very own team canteen, Discounts across our properties and venues worldwide for all team members

Inclusive & equitable work environment for all

### Details:

Rate of Pay: Competitive

Working Hours: Up to 40h per week, 5 days out of 7 days

Contract Type: Full-Time, Permanent

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

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