

Duty Manager – (Live in option available) Alveston House Hotel, Alveston, Bristol



About our Hotel:

An exciting and rewarding opportunity has arisen at Alveston House Hotel.

We are looking to recruit a full-time member of staff to join our award-winning team.

The ideal candidate will have experience within a similar duty manager role and will be expected to work in all departments of the hotel ensuring that a level of outstanding service is given to all guests at all times.

About you:

- Have a positive, 'can-do' attitude
- To be immaculately presented at all times
- Exceptional people skills as you will be expected to provide excellent customer service
- Ability to work under pressure with an understanding of deadlines
- Flexibility to work both early morning shifts and late in the evening following dinner service
- Experience of working in a Restaurant/Hotel Environment and managing others is essential
- To be aware of expected quality standards in both operations and customer service. To strive to consistently meet and exceed the required level by enthusiastically encouraging others to do so.
- To thoroughly understand and follow all procedures within each department and maintain a hands on approach in all areas as required.
- To take responsibility of any designated area within the hotel during your shift
- To be responsible for ensuring that other employees are following hotel procedures in all departments with regard to Health and Safety, Fire and Food Safety
- Take control in the event of fire
- To monitor and adjust staffing levels according to business needs, and to be responsible for the work, both quality and quantity, of all staff on duty. To ensure adequate cover is organised for oncoming shift and to make alterations to rota as required.
- To contribute to increasing sales within the hotel through constant attention to add on sales, telephone sales, following up enquiries, collecting and recording accurate data and showing facilities to prospective guests.

If this sounds like the ideal job for you then please send your CV:

C/O Gary Warren, Deputy General Manager

Alveston House Hotel
Alveston
Bristol
BS35 2LA

01454 415050

Alternatively you may email us with your CV: info@alvestonhousehotel.co.uk