



## **POSITION : GUEST SERVICES MANAGER FRONT OF HOUSE**

We require a Guest Services Manager for our stylish boutique hotel in Southwark, London.

The Bermondsey Square Hotel is a 4-star, 90-room luxury boutique hotel, designed to meet the needs of discerning guests from business travellers to foodies and fashionistas. Located in the heart of Bermondsey and a very short distance from London's finest attractions, the hotel has comfortable and stylish accommodation.

## **KEY RESPONSIBILITIES**

Our Guest Services Manager will take responsibility for Duty Manager shifts and help with front office operations coordinating and supervising operational activities across all departments working within hotel guidelines to provide exceptional service. This role has great opportunities for career progression. The successful candidate will make sure that the day's work is completed, supervise shift closings, refunds, room deposits, reviewing daily arrivals, handling guest complaints, resolving problems with rooms promptly.

## **DESIRABLE CANDIDATE**

Being courteous yet confidently driven is part of your nature. As a manager you will be required to train, motivate, nurture and provide feedback to members of the b2 Crew to ensure that tasks are achieved in a timely manner. You will have experience within a quality hotel environment and reception. Knowledge of Microsoft packages is required. Experience of Opera Booking Systems is desirable. We are searching for a pro-active thinker with who is smart, presentable, polite and friendly they must have excellent customer service, communication skills, attention to detail and flexibility as well as being calm under pressure with the ability to multi-task. If you can offer our guests the perfect welcoming experience by delivering exceptional and an informed service then we would be delighted to hear from you. We are interested in confident and collaborative candidates with proven skills in guest interaction.

## **WHAT WE CAN OFFER YOU;**

- Great opportunity for progression
- 5-day week shift pattern
- Staff & Family Rate at the Bespoke Hotels Collection
- 50% discount on F&B
- Contribution to Pension Scheme
- Staff laundry
- Meal on duty
- Internal recognition schemes with full training
- 28 days holiday per year (including Bank Holidays)
- For every year of service employees earn an additional holiday up to a maximum of 5 days over a 5 year period
- Close to public transport links

**Interested? Apply now by email enclosing you CV and covering letter to [careers@bermondseysquarehotel.co.uk](mailto:careers@bermondseysquarehotel.co.uk)**