

Front Office Senior Supervisor

Full Time (40 Hours)

Hours between 7am-11pm (may vary) including weekends

Full Flexibility Required

Salary commensurate with experience

The Hilton Garden Inn Emirates Old Trafford is an award-winning four-star hotel at the home of Lancashire Cricket. Offering modern accommodation for business and leisure travelers, the hotel has 150 bedrooms, including 80 pitch-facing rooms with balconies, a residents' gym, restaurant, business centre and an on-site Caffè Nero.

Emirates Old Trafford offers the unique combination of an award-winning and multi-purpose venue, with a Club that is iconic for sport both locally and globally. The multi-million pound redevelopment has further cemented the Club's positioning as a leading venue in Greater Manchester.

The Club has just hosted a historic year of exciting international cricket fixtures during 2019, including the inaugural 4th Specsavers Ashes Test and a record six ICC Cricket World Cup matches, which returned to England for the first time in 20 years.

As our Front Office Senior Supervisor, you will support the Deputy Hotel Manager to ensure the Front Office team are prepared and well informed to deliver an exceptional experience for all guests during their stay.

Key Responsibilities

- Oversee all Front Office operations to include but not limited to:
 - Guest service and registration
 - Guest service standards and initiatives
 - Department management
 - Meeting participation and facilitation
- Seek guest feedback, evaluate and make improvements where required
- Ensure compliance with brand standards at all times
- Maximise room occupancy and use up selling techniques to promote hotel facilities
- Undertake Duty Manager role when required
- Manage all Front Office team holidays and time of in lieu in accordance with Club policy
- Assist with recruitment and training of new team members

Essential Skills and Experience

- Previous experience of supervising a Front Office team within a four star branded hotel
- Knowledge of hotel property management systems
- Excellent communication skills.
- High standards of grooming.
- Able to motivate and manage a team
- Commitment to delivering a high level of customer service
- Flexible with working arrangements, able to work both days, nights and weekends if required

We offer a competitive wage, with fantastic benefits which include Pension, Health Insurance, Health Cash Plan, Uniform, discounted hotel and F&B rates across Hilton and also onsite car parking.

If you meet the requirements for the role and wish to apply, please send your CV with current salary for the attention of Matthew Porter to mporter@lancashirecricket.co.uk.