

Hotel Front Office Supervisor

40 hours

£22,000 - £23,000

Emirates Old Trafford, the Home of Lancashire Cricket is a world class multi-purpose venue, from hosting International cricket to sell-out concerts, with a 150-bed hotel with 85 pitch facing rooms. Conference & events facilities that can cater from 10 to 2,000 people from small meetings to large exhibitions and conferences.

We are looking for people to join our Hilton Garden Inn hotel team as Front Office Supervisor.

The Role

As a supervisor you will support the Front Office Manager in ensuring that the front office team are prepared and well-informed to deliver our guests an exceptional experience from check-in through to check-out.

Assist the Front Office Manager with the Front Office operations to include but not limited to:

- guest service and registration (check-in & check-out)
- room inventory and availability
- guest service standards and initiatives
- product quality
- marketing initiatives
- systems use and management
- department management
- policy and procedure implementation and enforcement
- meeting participation and facilitation

Seek guest feedback and evaluate and address issues and make improvements accordingly

Ensure compliance with company Brand standards

Communicate and delegate tasks to the front office team

Meet and greet guests and respond to guest enquiries, requests or issues in a friendly, efficient and timely manner

Maximise room occupancy at best rates and use up-selling techniques to promote hotel services and facilities

Ensure all team members have current knowledge of hotel products, services, facilities, events, pricing and policies and also knowledge of the local area and events

Complete audit procedures as required

Assist with the recruitment and training of new team members

Monitor all CCTV, FLS panels for the hotel & stadium and liaise with on-site Security, Fire Team, Emergency Services

Be a Champion for upselling and lead Hilton Honors enrolments

Successfully resolve guest complaints in accordance with compensation guidelines

Ensure the appropriate stock levels are maintained in accordance with LCCC procedures.

Ensure cleanliness of work areas

Comply with hotel security, fire regulations and all health and safety legislation

To work in other areas of the C&E business across Emirates Old Trafford, as required

The Person

Previous experience of supervising a Hotel team within a 4 star branded hotel



Knowledge of hotel property management systems
Previous experience of Front Office Management Systems
Good organization and administration skills
High level of IT skill
Ability to work under pressure
Commitment to delivering a high level of guest service
Positive attitude and exceptional communication skills
Ability to manage and motivate a team
Excellent grooming standards
Flexible with working arrangements as the as the hotel is open 7 days a week.

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

Please take a look at the full job description and if you have the experience and skills and a passion for making change and the enthusiasm and energy levels to engage and achieve this, please submit your written application, with current salary, including covering letter and CV outlining why you should be considered for the role. Please send to Sophie Atalay, General Manager at satalay@lancashirecricket.co.uk.