

Hotel Receptionist
Hilton Garden Inn
Full Time (40 hours)
5 out of 7 days including Weekends
Competitive Salary + Benefits

We have an exciting opportunity for somebody to join our Hilton Garden Inn Hotel team as a Hotel Receptionist.

As a Hotel Receptionist, you will be one of the first points of contact for all our guests, ensuring that we deliver unsurpassed levels of customer service, from check-in to check-out, as part of an efficient and effective reception experience.

The Hilton Garden Inn at Emirates Old Trafford (the Home of Lancashire Cricket) is a unique hotel positioned in a world class thriving multi-purpose venue that hosts a multitude of large-scale and high-profile events, from international cricket to sell-out concerts.

The hotel, with its 150 bedrooms (including 85 pitch-facing rooms), restaurant (breakfast and dinner) and bar is located within the Emirates Old Trafford venue sitting alongside our award-winning conference & events facilities integrating seamlessly with the stadium and all the events that it hosts.

As a venue, Emirates Old Trafford has played host to some of cricket's most iconic moments since 1864 and is now an award-winning world-class venue that has undergone a transformational redevelopment over the last decade.

The Role

As our Hotel Receptionist your responsibilities will include, but by no means be limited to:

- Meeting and greeting guests and responding to guest enquiries
- Maximising room occupancy at best rates and using up-selling techniques to promote the hotel
- Completing daily checklists as required
- Ensuring compliance with company brand standards
- Promoting Hilton Honors and enrolling new guest into the loyalty scheme
- Ensuring front office management are kept aware of any relevant feedback from guests
- Undertaking appropriate training courses when required
- Assisting with minor in-room maintenance tasks, particularly out of hours
- Supporting other departments, such as F&B (by taking restaurant reservations for example), as and when required

The Person

- Experience of working in a front office position in a similar sized international branded property
- Commitment to delivering a high level of guest service
- Positive attitude and exceptional communication skills

- Good organisation and administration skills
- Ability to work under pressure
- Flexibility to respond quickly and positively to a range of work situations
- Knowledge of hotel property management systems (with experience of Hilton systems preferred)
- The ability to be flexible with working hours as you will be required to work early mornings, evenings and weekends

What we offer

- A competitive salary
- Holiday allowance increasing with service
- 2 x standard Lancashire Cricket season memberships
- Social events throughout the year
- Fitness classes, table tennis club and yoga
- Basic contributory pension scheme with option to join enhanced pension scheme, including life assurance, after 3 months service
- Optional health cash plan scheme
- Discounts at the Lancashire Cricket Official Store, Trafford Cricket Centre, Hilton Garden Inn Emirates Old Trafford, Caffè Nero and with the Club's partners
- Free parking
- Uniform

Please take a look at the full job description and if you have the experience and skills required, coupled with the enthusiasm and energy levels needed to fulfil the responsibilities of the role to their full potential, then please submit your CV outlining why you should be considered for the position to recruitment@lancashirecricket.co.uk.

The closing date for applications is **5pm on Tuesday 2nd August** however, if enough suitable applications are received prior to this date, we may carry out interviews immediately and look to close the process early should the ideal candidate be found.

We look forward to hearing from you if you have skills that support our future vision. Lancashire Cricket is an equal opportunities organisation and we are committed to providing new opportunities and striving for greater diversity.

It is a priority for Lancashire Cricket to ensure our Club appropriately reflects the wider communities across the North West and as we strive to meet Sport England Guidance in this regard, we would welcome applications from individuals with the appropriate skills and experience that can also enhance our current diversity mix at the Club.