

Front Office Supervisor

40 hours per week

Attractive salary and benefits

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 and redevelopment has led to a new era offering award winning facilities not available elsewhere.

The Hilton Garden Inn Emirates Old Trafford is a newly built 4* hotel at the home of Lancashire County Cricket Club. The Hilton Garden Inn Emirates Old Trafford offers accommodation for business and leisure and has 150 bedrooms including 85 pitch-facing rooms most with balconies, residents' gym, restaurant, coffee shop and business centre.

We are looking for an enthusiastic, energetic and professional Front Office Supervisor to join the team.

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.

Assisting with the directing and administering of the Front Office operations duties will include:

- guest service and registration (check-in & check-out)
 - room inventory and availability
 - guest service standards and initiatives
 - product quality
 - systems use and management
 - department supervision on shift
 - policy and procedure implementation and enforcement
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- Meet and greet guests and respond to guest enquiries, requests or issues
 - Maximise room occupancy at best rates and use up-selling techniques to promote the hotel, ensuring the front office team understand these as well
 - Be a Champion for upselling and lead Hilton Honors enrolments
 - Ensure compliance with company Brand standards
 - Manage, record and promptly resolve issues or emergencies that arise
 - Successfully resolve guest complaints
 - Assist with training of the front office team

The Person

With exceptional grooming and presentation it's likely you'll have a proven background within a high level branded hotel environment, having worked in a Supervisory capacity, or senior Receptionist role, looking for your next career challenge. Your communication skills will be exceptional with the ability and confidence to build strong relationships able to connect and converse effectively with guests. In addition to this you will also need to be highly organised with great attention to detail and demonstrate you are capable of supervising a team and deputising for the Manager and working as a Duty Manager. Flexible with working arrangements as the role is within a 7 day a week operation, you must be able to cover early starts, late evening finishes, weekends and occasional nights.

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, then apply please send your CV with current salary for the attention of Alex Bullough to humanresources@lccc.co.uk.