

# Job Description

We are looking for an enthusiastic individual/couple to stay at Douglas Arms Hotel and manage all the operational tasks and communication with guests. One should undertake the cooking and the cleaning job, the other to do maintenance and night duties.

## Mission

To ensure that each guest has a comfortable and enjoyable stay and that their needs are met in the best possible way – going above and beyond what is expected of us. Finally, to present an excellent image of our hotel and to make Paymán Club renowned for an extremely high level of Guest Services.

## Outcomes

- to actively detect guests' needs and resolve them
- to serve guests by any means of communication they require
- to ensure smooth check-in and check-out tasks
- to deal with special requests from guests
- to prepare and serve healthy breakfast, lunch, and afternoon tea
- to respond to guests' complaints in a timely and professional manner and contact necessary staff to solve problems that arise
- to keep track of repeating issues and convey them to Operations Manager or the housekeeping staff
- to place supply orders when necessary
- to liaise with housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs
- to maintain updated records of bookings and payments
- to oversee maintenance and repairs in individual rooms and common areas

## Competencies

Business computer user skills

Listening skills

Communication

Proactivity

Attention to detail

Enthusiasm

Organization and planning

Sense of humour

Friendly manner

## **Recruitment Checks**

- Authorisation to stay/work in the UK
- DBS (formerly CRB) check.
- At least two reference letters. Only business email addresses with a company domain will be accepted.

Considering the Coronavirus situation, the interview can be scheduled upon receiving references and the work permit. The DBS check can be applied for while proceeding through the interview process.

Employment type: Full-time, Contract

Salary: Minimum wage

**To apply, please send your CV to [recruit@paymanclub.com](mailto:recruit@paymanclub.com)**