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| Macdonald Logo revised June 06JOB DESCRIPTION | |
| **JOB TITLE:** | **HOTEL TEAM MEMBER** |
| **REPORTING TO:** | **Hotel Team Manager / Supervisor** |
| **MAIN PURPOSE OF JOB:** | To provide a welcoming atmosphere for guests and ensure that the high standards that the company expects are maintained and to work as part of multiple internal hotel teams to support the efficiency of the operation. |
| **GENERIC KEY ACCOUNTABILITIES:** | **Reception:**  • To assist with and ensure that the reception desk is manned at all times • To understand the local area and attractions and be able to make recommendations • To demonstrate effective communication and handover during and at the end of each shift • To ensure that all calls are answered promptly and dealt with in a professional and efficient manner • To ensure that all bookings and messages are captured and communicated and reservations processes are followed • To manage an ‘out of hours’ conference / wedding enquiries professionally • To ensure that all upsell opportunities are offered to enhance guest stay and experience • To understand the front office systems and operating equipment including but not limited to; Opera, Office, Switchboard, back up, printers, POS, Vingcard, interfaces   **Food & Beverage:**  • To ensure that all ensure food and beverage areas are clean and ready for service at all times • To provide an efficient and friendly table service and room service to all guests • To replenish the breakfast buffet • To clear the restaurant at the end of service and set up for the following shift • To assist with bar service • To set out and serve afternoon tea tables   * To assist with Conference and Banqueting service and set up as required   **Housekeeping:**  • To maintain a high standard of cleanliness including but not limited to; rooms, bathrooms and all public areas and report any maintenance defects promptly • To prepare laundry for collection and receive new deliveries • To ensure that all refuse is disposed of in the correct manner • To ensure that all fire areas and access areas are kept clear at all times • To assist with the distribution of deliveries • To assist with weekly cleaning stock takes  **Health & Safety:**  • To demonstrate a working knowledge of fire prevention and to follow the hotel evacuation plan on hearing the alarm. • To be security conscious with respect to guests/staff/hotel/ property/welfare and to report suspicious circumstances to Hotel Team Supervisor / Manager on duty. • To maintain a high standard of personal hygiene and grooming always and to ensure designated uniform is worn at all times, by self and team.  **General:**  • To follow any procedures set up for energy conservation. • In accordance with Macdonald Hotel’s core standards define the minimum standards that should apply to all areas of the hotel operations, and to ensure that they are consistently maintained. • To participate in creating a team environment with high levels of motivation and commitment  • To ensure effective communication between all departments in the hotel. • To ensure security of all stock and equipment. • To ensure that the all applicable service areas and equipment is maintained in a clean, hygienic and safe condition, reporting any faults to maintenance. • To comply with all regulations within Macdonald Hotels Food Safety Policy and Health and Safety Policy manual. • To demonstrate a thorough knowledge of legalities of selling of alcohol and licensing rules. • To undertake any other duties as may reasonably be requested by the management. • To remain Compliant with GDPR ensure all guest and staff information is kept private •To ensure hotel procedures are followed with regards to guest property   * To follow policy and process as outlined in the Macdonald Resorts & Hotels Employee Handbook |
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| **JOB SPECIFIC ACCOUNTABILITIES:** | • To attend induction and other company training as requested • Assist with the cleaning, presentation and preparation of all areas of the hotel when needed.  • Provide and maintain a first-class service to all guests • To ensure that guest expectations are met and exceeded, and a positive and friendly atmosphere is promoted • To have a full and up to date knowledge of all hotel products and services. And show confidence in making recommendations • To deal with any guest problems that may arise promptly and effectively, referring to Hotel Team Supervisor /Manager if required • To achieve a friendly professional rapport with guests and fellow team members. |
| **KEY MEASURES:** | * Revinate * Venue Verdict |

Modified 19/6/20

**I have read and fully understood the responsibilities and accountabilities related to my role.**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_