

JOB DESCRIPTION

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| Title | General Assistant – Fixed term contract |
| Responsible for |  |
| Responsible to | Duty Manager, Operations Manager, Owner |

**Alexandra Weymouth Vision:**

Our vision is to become the hotel of choice for leisure and business guests when staying in Weymouth.

**General Assistant scope:**

Reporting to the Duty Manager, the General Assistant will be responsible for completing a variety of tasks including Housekeeping and Front of House service. Flexibility in the role is essential. Additionally the General Assistant will play an active part in the progress and continued success of the hotel. The role will be based on seasonal demand, and is likely to finish in October, however there may be possibilities beyond this for the right candidate.

**Primary responsibilities:**

* Safeguard the financial interests of the company and maintain a professional attitude whilst upholding the service standards of the hotel
* Possess and implement a thorough knowledge of the hotel operations including customer service delivery, housekeeping standards and F&B operations
* Possess working knowledge and ability to use the telephone and computer system including MS Office programmes
* Report all incidents and accidents to your line manager immediately
* Ensure all entrances/exits are clear of obstructions
* Be aware of any functions/group bookings in the hotel
* Assist with any evacuations or emergency situations as required in accordance to hotel policy, follow guidance from Duty Manager
* Take on individual projects for specific departments as required
* Protect the hotel and all assets through maintaining controls and practises
* Respond quickly and effectively to guests in a positive and friendly manner. Follow up to ensure guest satisfaction. Report to Duty Manager any guest concerns
* Follow all company policies and procedures
* Knowledgeable of the hotel property, amenities, area attractions and transportation
* Able to take payments for room reservations and F&B sales through POS systems / PDQ machines and account correctly
* Assist with all operations of the Bar service and delivery
* Assist with all operations of the Kitchen/Restaurant service and delivery including breakfast, lunch and dinner services.
* Assist contractors or local council/government officials in the course of their duties

Note: Other duties as assigned by Duty Manager, General Manager or Owner

**Qualifications:**

A college education is preferred in hospitality; however consideration will be given for those with substantial experience in required fields. Over and above we are looking for the right person to fit with the ethos of the company.

English language – Proficient

Food Hygiene – Level 2 or above (preferred)

Health and Safety – Level 2 or above (preferred)

**Skills:**

Communication

* Proficient written and oral communication skills to a variety of audiences, including: Duty Manager, Owners, Colleagues & guests
* Ability to ask for assistance when required, and to advise management of any new ideas/initiatives for consideration

Judgement and decision making

* Ability to problem solve in all departments and to where possible solve on the spot, maintaining the highest levels of guest satisfaction

Co-ordination

* Requires a high degree of organisation skills and a natural tendency towards attention to detail

Computer skills

* Proficient in the use of Microsoft Office including Excel and Word and our in-house reservations system “Little Hotelier”
* Proficient with the contracts of OTAs (online travel agents) such as booking.com/hotels.com/expedia etc...

**Working Conditions:**

* Will be required to work evenings and weekends & bank holidays (main operating hours between 8am and 10pm)
* Will be required to work in a fast paced, customer centric environment
* Will be required to work more than 8hrs a day or 48hrs a week depending on business demands
* Annual leave where possible to exclude the months of July and August

Please forward your CV and covering letter for the attention of Steve Dorman, Owner at [reception@alexandraweymouth.com](mailto:reception@alexandraweymouth.com).

All applicants will receive a response to their application status.