

FAITHLEGG



We are currently accepting applications from enthusiastic, dynamic and progressive candidates for the following positions:

Guest Relations

The Guest Relations Officer will provide high quality guest services ensuring that guests feel welcome from the moment they step into the hotel to the moment they leave. A naturally warm and engaging person with a strong drive to always 'go beyond' to ensure that the guest experience is superb.

Desired Skills & Experience

- Knowledgeable of front desk daily operation routine a distinct advantage;
- An outgoing and cheerful personality;
- A diplomatic and polite manner;
- Guest service orientation and drive;
- Excellent communication and listening skills;
- Decision-making, negotiation and problem solving skills;
- The ability to keep confidentiality and privacy;
- Proficiency in English, multilingualism will be considered an asset;
- Computer literacy;
- Familiarity with industry's latest trends;
- The ability to communicate with people from all walks of life and of different nationalities on a variety of topics;
- Ability to work flexible hours;
- Highly responsible and reliable with a professional presentation.

The Role:

Working with the reception, reservations, F&B and operational team to ensure that:

- Checking of the Guest History (if available) for previously noticed preferences and needs;
- Guest requests and preferences are delivered;
- Ensure that information and feedback regarding special requirements are communicated to relevant departments in a timely manner;
- Strong collaboration with all departmental teams;
- Support of complaint management;
- Set of agreed report using internal and external channels;
- Internal training of team members;
- Product innovation and innovation.

Bar Person

The ideal candidate will have:

- Highest level of Guest service
- Minimum of 1 years previous experience desirable;
- Be able to work days and evenings;
- Previous food experience desirable;
- Friendly outgoing personality;
- Excellent communication and interpersonal skills

The role

Working with the team in delivery excellent guest care, the successful candidate will be required to:

- Ensure a professional, friendly and courteous service to all guests;
- To ensure that guests are warmly welcomed and that orders are taken efficiently;
- Food and beverage service delivered in an efficient, warm and friendly manner;
- To always be familiar with product offering (i.e. the menu, beverages on offer, wine list, etc.).
- To ensure the all areas are properly prepared and set-up prior to and after service.

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Bar Supervisor

A natural leader with a desire to deliver exceptional levels of service in a highly guest-focused environment.

The ideal candidate will have:

- Exceptional Guest Care;
- Superb attention for detail;
- Minimum of 2 years' experience in a similar role with 4/5 star hospitality experience;
- Strong food and beverage background;
- Committed to delivering high levels of guest service;
- Excellent communication and interpersonal skills;
- Flexibility, reliability and enthusiasm;
- Ability to work on your own initiative and as part of the team;
- Background in delivering training;
- Be standards driven; and
- Recognised qualification desirable.

The Role

- Ensure a professional, friendly and courteous service to all guests;
- Ensuring that service is delivered in accordance with agreed standards and goals;
- To be familiar with Resort product offering (i.e. the menu, beverages, wine list, etc.);
- To ensure the all areas are properly prepared and set-up prior to and after service;
- To respond appropriately to the requirement of the business;
- To carry out cash handling and stock procedures in accordance with Company policy;
- Work varying shifts including morning, afternoons and evenings;
- To liaise with and assist in departments as required.

“Faithlegg Hotel is committed to a policy of equal opportunities.”

To apply for a position please submit your up to date C.V. and a cover letter to ellenreidy@faithlegg.com or post to Ellen Reidy, HR Manager, Faithlegg Hotel, Faithlegg, Co. Waterford.

October 2018