



Are currently recruiting for the positions

Hotel Receptionist

The ideal candidate will have:

- Minimum of 4 years experience within the hospitality industry in 4 and or 5 star properties;
- Display excellence in Guest Care and Service;
- Be standards driven;
- Display a strong background in reservations;
- Must be able to work varying shifts;
- Recognised professional qualification desirable;
- Excellent IT, Communication, Interpersonal and Organisational skills;
- Have drive and enthusiasm to achieve excellence;
- Opera Fidelio experience advantageous.

The Role

Working with the team in delivery excellent guest care, ensuring that there are actively anticipating the business and dealing with accordingly, the successful candidate will be required to:

- Ensure a professional, friendly and courteous service;
- Work varying shifts including morning and evening up to 5 days per week;
- Ensuring that product is delivered in accordance with agreed standards throughout the resort;
- To work with the team to ensure the days business is communicated accordingly and orderly handover is communicated;
- To be accountable for key responsibilities within the reception department.

Chefs:

Bar Chef de Partie Banqueting Chef de Partie

The ideal candidates will have:

- 4 years' experience within the industry, in operation(s) with Banqueting and Fine Dining, Have a proven track record of experience in a similar establishment renowned for their good food, focuses on seasonality, Irish origin and respect for ingredients.
- Be standards driven;
- Must be able to work varying shifts including daytime, weekends and evenings;
- Good knowledge of HACCP;
- Recognised qualification essential;
- Excellent Communication and Interpersonal skills; and
- Own transport advantageous.

The Role:

Serving seasonal Irish food our busy, popular Hotel and Golf Club which is accredited by critics and loved by guests. We are looking for an experienced pastry chef to join a dedicated team of award winning team.

- Efficiently run their own section ensuring that every dish served is of consistently high standard within the agreed timeframe.
- Have a passion and flare for food, pastry in particular;
- Work varying shifts and up to 5 days per week in the busy Kitchen department;
- Ensure compliance to and document in accordance with HACCP and Food Safety Regulations;
- Liaise and communicate with colleagues;
- Ensure a professional, friendly and courteous service;
- To work with the team to ensure that designate area is properly prepared and set-up prior to and after service.



Bar & Restaurant Service Person(s)

The ideal candidate will have:

- Excellent communication and interpersonal skills;
- Previous experience essential with minimum of 2 years' experience in a similar role
- Guest Care focused;
- Friendly outgoing personality;
- Excellent communication and interpersonal skills
- The ability and knowledge to consistently delivery 4 star service standards;
- Reliability and enthusiasm;
- Food & Wine knowledge desirable;
- Recognised relevant qualification desirable; and
- Be able to work days, evenings and weekends

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.
- To carry out procedures in accordance with Company policy;
- Able to work day and evening shifts;
- Assist in other departments as required.

Kitchen Porter

The ideal candidate will have:

- Good communication and interpersonal skills;
- Min. of 1 years previous experience in similar role;
- Guest Care focused;
- Reliability and enthusiasm; and
- Ability to work in a fast paced environment.

The Role

Working with the team in delivery excellent guest care in a physically challenging role, the successful candidate will be required to Clean and Maintain kitchen plant and equipment to the prescribed and agreed standards through the effective and efficient utilisation of available resources.

Greenskeeper

The ideal candidate will have:

- Full clean driving Licence
- Safe pass an advantage
- Ability to work various shifts
- Knowledge of machinery maintenance advantageous
- Must be able to perform routine tasks without supervision
- Strong attention to detail required

The Role

Working with the team to perform all aspects of grounds maintenance while ensure that the guests are offered the highest quality standards in service and care, and ensuring that all plant and equipment is cleaned, maintained and operated to the prescribed and agreed standards through the effective and efficient utilisation of available resources; To maintain the course to a high standard of presentation and playability; communicating course information to the relevant persons as required.



Golf Shop Sales Assistant

The ideal candidate will have:

- Minimum of 2 years experience within the retail sector;
- Display excellence in Guest Care and Service;
- Excellent Communication and Interpersonal skills;
- Computer literacy essential;
- Must be able to work weekends and evenings;
- Have drive and enthusiasm to achieve excellence;
- Operating knowledge of Concept and BRS an advantage.

The Role:

Working with the team in delivery excellent guest care, ensuring that there are actively anticipating the business and dealing with accordingly, the successful candidate will be required to:

- Ensure a professional, friendly and courteous service;
- Work varying shifts including morning and evening;
- Dealing with telephone, email and in person enquiries with regard to golf bookings;
- Assist in the merchandising of the shop;
- Ensuring that sales opportunities are maximised at each opportunity to deliver budget and targets;
- To be accountable for key responsibilities within the golf shop department.

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;
- 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 requirement 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.

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