



Are currently recruiting for the positions

Leisure Centre Manager

The Role

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

- Ensure a professional, friendly and courteous service to all guests of the resort and members;
- To achieve budgetary and agreed targets;
- Manage the Sales Process, retain membership and generate new memberships, creating a reputation of quality;
- To ensure that guests are warmly welcomed and are dealt with in an efficient and professional manner;
- Ensuring that service is delivered in accordance with agreed standards;
- To ensure that all plant and equipment is maintained to the required standard;
- Keep on trend and adapt product accordingly
- To be familiar with Faithlegg product offering;
- Work varying shifts;
- Managing the clubs operations from strategy and delivery of plans to evaluating their success.

The ideal candidate will be a highly motivated person with:

- A nationally recognised NCEHS/NCEF Fitness Instructors qualification or equivalent;
- IWS/ILAM Pool Lifeguard or equivalent qualification;
- National Swimming and Spa Pool Certificate (NSSPC);
- Swim Teachers/Assistant Swim Teachers qualification;
- Occupational first aid;
- Background & minimum of 3 years experience in a similar role;
- Strong interpersonal skills;
- Ambition to drive standards in a busy environment, superb attention for detail;
- Adherence to revenue and cost targets;
- Previous membership sales experience essential;
- Social media focused;
- Management of and liaising with regard to routine and scheduled maintenance.

Treatment Suites Massage/Beauty Therapist

The ideal candidate will:

- Recognised qualifications: CIDESCO, CIBTAC, ITEC or equivalent;
- Minimum of 1 years experience in a similar role;
- Have a passion for Massage;
- Qualified to a high standard in both face and body qualifications;
- Excellent guest care and attention to detail;
- Excellent communication skills with team members and guests;
- Flexible hours including weekend work.

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;
- Consistently deliver treatments to the agreed standard;
- Work varying shifts including morning and afternoons;
- Ensure a safe environment for all users at all times;
- Maintain a very high standard of hygiene and cleanliness in treatment room;
- Deal with enquiries and ensure that bookings are accurately taken using the relevant system;
- Maintain confidentiality;
- To liaise with departments throughout the resort as required



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 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.

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.



Leisure Centre Lifeguard & Assistant Swim Teacher

The ideal candidate will have:

- IWS/ILAM Pool Lifeguard or equivalent qualification;
- Assistant Swim Teachers or above essential;
- Qualified First Aider;
- Excellent Guest Care and Service;
- Includes evening and weekend work;
- National Swimming and Spa Pool Certificate (NSSPC), desirable;
- A nationally recognised NCEHS/NCEF Fitness Instructors qualification or equivalent desirable

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;
- Assist in swim lessons;
- To always be familiar with product offering;
- To clean and maintain all areas of the leisure centre.

Restaurant Food Service Person

The ideal candidate will have:

- Excellent communication and interpersonal skills;
- Minimum of 1 years food service experience in a 4 star property essential;
- Guest Care focused;The ability and knowledge to consistently delivery 4 star service standards;
- Reliability and enthusiasm;
- Food & Wine knowledge desirable;
- Recognised relevant qualification desirable; and
- Own transport advantageous.

The Role

- Working with the team in delivery excellent guest care in a physically challenging role, the successful candidate will be required to:
- Work varying shifts including morning and evening;
- 4 Star Food and Beverage service;
- Ensuring restaurant areas are kept clean and tidy;
- Reporting any maintenance problems to the maintenance staff and manger on duty;
- Assist in other departments as required.

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