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Guest Service Assistant

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Company: RBH

Location: Antrim

Category: other-general

Holiday Inn Express Antrim , Junction 1 Leisure Park, 132 Ballymena Road, Antrim, County Antrim, BT41 4LL SHARE: Guest Service Assistant at Holiday Inn Express Antrim

Description JOIN OUR FAMILY At RBH we believe our people are our biggest assets and understand the value in putting you first. Our approach to diversity in the workplace, health & wellbeing, sustainability, and individuality sets us apart from our competitors and is one of the reasons we are rated Top 30 Best Places to Work in Hospitality! We are passionate about the industry and always on the lookout for new talent to join us on our journey... A DAY IN THE LIFE OF A GUEST SERVICES ASSISTANT AT Holiday Inn Express Antrim What you'll be doing...Reporting to the Guest Service Manager, we are looking for someone who enjoys variation and has a flexible approach to their working environment. Interested in learning how each department within the hotel operates? We have got you covered at Holiday Inn Express Antrim You can expect to wear many capes throughout your working day including Guest Service Agent, Receptionist, Food & Beverage Assistant and Housekeeping - no shift is the same! Our team are like a family, and we work together to deliver outstanding guest service to our guests by offering timely, efficient, knowledgeable, and truly remarkable service. We are an enthusiastic, authentic bunch of individuals who truly care about teamwork and great service! WHAT WE NEED FROM YOU We hire mostly on personality & potential but here are a few of our requirements... To succeed in the role of Guest Service Assistant you will need the following qualities and skills. Outstanding communication skills Experience within a customer facing role is preferred. No experience? No big deal - we'll train you up! A can-do attitude Computer literate with a

professional telephone voice 18 + due to licensing laws WHAT WE OFFER You will have access to a benefits package we believe truly works for our people and enhances our overall culture... Discounted hotel room rates for you and your friends & family Extra days holiday for your birthday Flexible working arrangements Pension Free meals on duty saving you over £1000 per year To learn more about our full benefits package, to watch our employee benefits video. EQUAL OPPORTUNITIES RBH Hospitality Management is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We accept and celebrate our team for who they are and welcome people of all races, disabilities, sex, gender identities and reassignment, sexual orientation, ages, pregnancy and maternity, religion or belief and marriage and civil partnerships.

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