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Hotel Host / Receptionist - Accommodation Available - Bruton, Somerset

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Company: The Newt in Somerset

Location: United Kingdom

Category: office-and-administrative-support

*Hotel Host / Receptionist - Accommodation Available - Bruton, Somerset** * £24,960 per annum plus tronc**Temporary Accommodation Available **40 or 32 hour contracts available

*Have a passion for luxury hospitality? Join our team at 'The Best Boutique Hotel in the World'! Are you looking for a hotel receptionist role like no other where you are a key part in creating unforgettable experiences for our guests by using your expert knowledge of the estate to guide them during their stay? Do you thrive in a role where no day is the same but every day is amazing? Then this role is for you. *Our Role* As the initial point of contact for our guests, our hosts play a pivotal role in ensuring the *seamless daily operations* of our hotel.

Leveraging their *extensive knowledge* of our estate, our experienced hosts adeptly anticipate and fulfil guests' desires, providing guidance through various activities on the estate to ensure an optimal experience.

From welcoming guests upon arrival to handling payments, supporting other departments, and proficiently implementing our policies, our hosts use their* exceptional customer service skills* to respond to guests' needs throughout their stay, ensuring a memorable and enjoyable experience. Working hours will be a mixture of early (7am - 3:30pm), middle and late (2pm - 10:30pm) shifts, with regular weekend and bank holiday working. *What we can offer** A positive workplace environment with opportunities to develop both personally and professionally.* *Stay in shape* with our complimentary use of our gym and wellbeing classes* Look after your wellbeing with complimentary access to our *Spa and swimming pool*s and our exclusive benefit of 50% of Spa Treatments.* Enjoy shopping in both our

shops on estate and online with *30% discount for all our colleagues* and free delivery for any online purchases.* Discover *exclusive perks* with our Discounted hotel stays for staff, accompanied by a fantastic 30% discount at our restaurants.* The opportunity to *ensure your views are heard* and shape the future of the business via our Employee Engine Room.* Complimentary *garden membership* for the Newt and our partner gardens including the Eden Project, Kew Gardens and The Lost Gardens of Heligan*

Complimentary meal whilst on shift, created *using fresh produce* from our estate by our dedicated staff food chefs* *We value your hard work* and recognise your achievements through our colleague recognition programme *Newt Awards* with the opportunity to achieve a variety of amazing rewards including a complimentary Hotel Stay.* *Support* from our *Employee Assistance Programme* for both yourself and your family* A team that knows how to have fun with regular team engagement activities including monthly *Gather and Grow Motivational Speakers* and our regular fun squad events, which include activities such as *Go-Karting and Wine Tasting*, to name but a few.* Up to 30 days annual leave each year for our full-time team*Where you'll be working - Our Hotels **Hadspen House - *the focal point of our estate, housing a 24-bedroom hotel, library, bar and kitchen called the Botanical Rooms.

We offer a true, farm to fork dining experience in a beautifully designed, atmospheric 60 cover restaurant.

All food is prepared in our kitchen with ingredients fresh from our gardens or locally sourced, ensuring quality and seasonality throughout our offering.

Open for breakfast through to dinner, we also host afternoon tea in the library and early evening cocktails on the terrace.

The department extends into the house, encompassing the bar, library, croquet lawn, terrace and badminton court - delivering exceptional service throughout.*The Farmyard - * a reimaged dairy nestled in the rolling Somerset hillside, our newest hotel project which houses 17 beautiful guest rooms within a newly renovated farmhouse with outbuildings.

The Farmyard boasts a swimming pool, games room, honesty bar and 40-cover restaurant.

Open breakfast through to dinner and using the finest produce from the estate, we cook in a wood fired oven and our chefs serve straight to the table.

Seasonally lead, hearty yet humble sharing dishes with carafes of wine served in a beautiful stone barn, with relaxed yet high-end service and open kitchen.*Our Staff

Accommodation*Offered on a 3-month basis, to allow our team to settle into the area,

our staff accommodation is located a brief drive from our main site and features individual bedrooms built in 2020 with modern en-suite facilities.

The shared dining and living areas offer panoramic views of the Somerset countryside.

Amenities include a BBQ pit and bike rack.*Who are we? - The Newt in Somerset*Nestled within an expanse of rolling fields and steeped in ancient history, our luxury country estate stands as a haven of refined elegance, inviting guests to explore acres of captivating gardens, meandering pathways, and enriching exhibitions - accessible 364 days a year for our members.

Our hotel extends a warm welcome, offering a home-away-from-home experience where impeccable service flourishes in an ambiance of unassuming sophistication.

Beyond the estate, the Newt's essence remains tangible, with our Ecommerce teams delivering our finest products to homes, while media and membership endeavours keep them informed of our latest developments.

Behind the scenes, a tapestry of talented teams - from Housekeeping to HR, Finance to Farming - collaborates harmoniously, crafting an unforgettable journey of growth, development, and innovation, where every contribution creates unparalleled experiences

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