

Night Manager - Braemar

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Company: The Fife Arms

Location: United Kingdom

Category: other-general

Night Manager - Braemar**Your RoleWe have an exciting opportunity to join our Front Office Team at The Fife Arms as ***Night Manager*** working closely with our Front of House Manager and team. We are looking for an enthusiastic individual with a similar level of experience and a passion for excellent hospitality, as well as a desire to develop your skills whilst under the mentorship of our Front of House Manager. As Night Manager you will be responsible for:

- * Achieving guest satisfaction, room and other (guest experience) revenue goals by supervising the Front Office operation during the night.
- * Ensuring that the Front Office night team is staffed according to need by utilising business forecasts to schedule employees.
- * Overseeing and participating in the prompt and courteous check-in and check-out of guests, delivering an exceptional guest experience.
- * Ensuring the safety and security of guests and the hotel during the night by conducting regular walk abouts throughout the hotel, checking that doors are locked, fire doors are closed and that there are no health & safety hazards.
- * Ensuring a presence on the front desk throughout the night, completing the night audit checklist.
- * Monitoring Front Office activities regarding discounts, billing instructions, and compliance with hotel credit policies.
- * Managing the Pay Master accounts, ensuring that payments are received within our payment terms.
- * Ensuring guest requests are delivered with efficiency and to the standards of The Fife Arms.
- * Ensuring that public areas are maintained clean, neat, and tidy.
- * Liaising with the day team to ensure effective handovers.
- * Providing overnight cover in absence of the reservations team.
- * Providing our guests with a night porter service during their stay.
- * Be personally responsible for the application of the hotel's Health and Safety Hotel Policy.
- * Working cohesively with the

management team to achieve our shared goals. You have previous experience in a first-class hotel environment, as well as excellent IT skills.

You are confident in dealing with guests and team members, ensuring that communication is effective.

Problem solving, organisation and adaptability come naturally to you, You'll be surrounded by a team with a creative flair and a passion for brilliant service with a desire to learn and grow.

All striving to go beyond for guests, our team, and the community.***What's in it for you?*** 30 days

holiday* Free annual guest experience for you and a plus one* Pension* Free food and drinks whilst on shift* Generous Artfarm-wide discounts including our properties in Somerset,

Scottish Highlands, London, Los Angeles, and New York!* Amazing sports and social events

led by local social committees* Life Assurance* Health benefits including a health cash plan*

Employee Assistance Programme* Career development opportunities tailored around your

aspirations and goals*About Artfarm and The Fife Arms Hotel*Artfarm is a one-of-a-kind

independent hospitality company founded by Iwan and Manuela Wirth.

Renowned for developing and reinventing distinctive sites including the award-winning Fife

Arms Hotel in Braemar, The Fish Shop Restaurant & Fish Mongers in Ballater, The Audley

Public House & Mount Street Restaurant in Mayfair, London, Manuela restaurant in Los

Angeles, Roth Bar & Grill and Durslade Farm Shop in Somerset.

Artfarm uniquely brings together art, community, education, people, and place.

Located in the heart of Braemar, the hotel houses 46 beautifully appointed bedrooms - each

one a homage to place, person, or event with links to the area along with the stunning

Albamhor Spa and some of the most unique event spaces.

Dining experiences extend to the Clunie Dining Room showcasing the art of open wood-fire

cooking, The Flying Stag Pub serving up local beers and firm Scottish favourites, Bertie's

our glamorous and elegant Whisky Bar, Elsa's our Art Deco Cocktail Bar, and our more

relaxed Drawing Room - all of which celebrate the best in local ingredients and are expertly

prepared by our dedicated culinary team.*Want to join the family? Apply today!*

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