

## NIGHT MANAGER

We are currently seeking a Night Manager to join our team of Corinthia Prague Hotel in Czech Republic.

Corinthia Hotel Prague beckons with unrivalled panoramic views of this magical city. Located just minutes from some of the city's main cultural and business highlights, including the Vyšehrad Park, Wenceslas Square and the Pankrac Business District, Corinthia Prague is the ideal destination for business and leisure travelers alike.

### **Scope and Purpose**

The Corinthia Prague hotel is looking for an Night Manager. Do you like representing a 5\* hotel as a brand ambassador? Do you strive for an outstanding and consistent guest experience throughout the hotel? If yes, we are looking just for you!

### **Entry Requirements**

The main responsibilities of the Night Manager is to efficiently manage night operations, to be conversant with all front office systems of operation, to develop the FOH night team and actively coach them, to ensure that the handover procedures are followed, ensure the maintenance of all control systems and ensure all revenue is correctly charged, actively participate in training and development programmes, demonstrate service attributes in accordance with industry expectations, take appropriate action to resolve guest complains, promote the hotels products and services, to be conversant and lead the team on emergency and evacuation procedures at night, maintain a high level of product and service knowledge, ensure all security incidents are logged in a timely manner and brought to the line manager, perform other tasks at the level of the role as directed by your line manager in pursuit of the achievement of business goals.

Other skills that will need to be demonstrated include:

- Ability to work night shifts (19pm until 7am)
- Previous experience of a management/supervisory role in 4\* or 5\* hotel
- Knowledge of Micros Fidelio/Opera front desk system
- Experienced with customer service, guest relations and problem resolution
- Ability to plan, prioritise and organise self
- Able to multi-task with high attention to detail
- Flexible & adaptable, enthusiastic, positive attitude
- Ability to work without supervision
- Customer focused / Can-do, understanding of Hotel Industry standards, policies and procedures, understanding the internal and external customer needs

**Benefits**

- 20 paid holidays per annum (plus bank/public holidays)
- 5 weeks of holiday after 1 year of employment
- Complimentary dry cleaning of business attire/uniform
- Discounted Salon, Spa, Food and Beverage and accommodation rates – in London and across our the Corinthia Hotel International portfolio
- Meals on duty
- Professional learning and development programs
- Interesting career opportunity and professional growth
- Intra & intercompany transfer opportunities (subject to service & performance)
- Contributory pension scheme provided
- Multisport card
- Free use of Panorama Hotel's spa – Top Deck Spa

*To be considered for the Guest Service Agent role please click 'apply' to be directed to our website to complete the online questionnaire.*

APPLY