

GUEST RELATIONS MANAGER

Overview:

The Guest Relations Manager has direct responsibility for the daily acknowledgement of all guests visiting the hotel and for the information of all departments on the guest's arrival and preferences.

Together with the Guest Relations and Butler team is dedicated to enhancing guests' stay and creating second to none experiences. Under the direction of the Director of Front of House you will also be required to support the Front Office as well as the Concierge team. Shares guest information in order to help all other departments to deliver an unparalleled service and exceed guests' expectations.

Role and Responsibilities:

- To actively promote the services and facilities available to guests within the hotel and the Corinthia Hotel Group, maximizing revenue from other outlets (e.g. car transfers, mobile phone rental, telephones, valet services, Spa and Food & Beverage facilities, etc.)
- Takes a proactive approach to the Guest Relations activities, anticipating potential opportunities.
- Positively influences others in the team and clearly enjoys working with people
- Supports the hotel operation in times of demand.
- Maintain effective communication within the department and ensure that the Director of Front of House is kept well informed of any issues/queries/VIP Guest requests that have arisen.
- To ensure that Guest Relations, Business Centre, and Butlers is correctly staffed and trained with a suitable team for their function, and to ensure that these team members can perform their duties to the standard required by the hotel and the company
- To create and update full operating manuals with respect to responsibilities of each position and minimum standards to be achieved and to ensure their effective utilisation.

Experience:

- Previous guest exposure in the Tourism and Hospitality Industry desired
- Previous team leading experience
- Train the trainer experience
- Crisis management

Requirements

- To lift stationary and carry floats and guest luggage
- Unsociable hours
- Shift working
- Flexible

About Corinthia:

Corinthia Hotel London combines contemporary flair with traditional grandeur. Situated in the cultural heart of the capital, the hotel features 294 beautifully appointed bedrooms, including 7 penthouses and 42 suites, with 24-hour flexible check-in/check-out, elegant restaurants and bars and the largest, most breath-taking spa in London.

London's most exciting luxury 5* hotel opened its doors in spring 2011 and offers exceptional opportunities for individuals who are professional craftspeople in their chosen career, and we are seeking this pivotal role within our expanding Reservations team.

Providing individual service with precision and empathy for our guests you will be the heart and soul of this iconic 21st Century Grand Hotel. Our culture is strong, vibrant and distinctive. Our talent development opportunities are excellent and ongoing as our company and brand evolves.

Benefits include:

- 20 paid holidays per annum (plus bank/public holidays)
- 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
- Complimentary meals on duty
- Professional learning and development programs
- Intra & intercompany transfer opportunities (subject to service & performance)
- Stakeholder pension entitlement
- Season ticket loan
- Childcare vouchers

Eligibility

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK. Documented evidence of eligibility will be required from candidates as part of the recruitment process.