



Hotelplan UK is a well-established and profitable family of travel and tour operating businesses with a strong tradition of excellence, quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in the UK and overseas are focussed to ensuring that we meet, indeed exceed, the expectations of our customers.

**Your job will be:** Shift Supervisor

**Your Manager will be:** Assistant Hotel Manager

**What you will be doing:**

- Supervising a team of either Hotel or General Assistants in order to provide the best experience to each guest
- Assist the Hotel Management in ensuring the training and development of staff to maximise performance, aid retention and reduce turnover
- Supervising and motivating staff in all their duties to develop a highly motivated & committed team
- Ensuring the team are informed of their daily rota within the housekeeping operation and restaurant.
- Supervise, organise and ensure the smooth running of the restaurant and its services, ensuring that it is prepared correctly and the required standards are met at every service during the week
- Ensuring staff are always dressed in the correct clean uniform
- Attending the weekly staff meeting; ensure that all staff are fully briefed regarding the following week's arrivals and other important information
- Promotion and management of incremental sales e.g.: listed wine sales, drink promotions etc.
- Supervising the hygiene standards across all hotel departments whilst on shift
- Overseeing and supervising the general housekeeping and cleaning duties throughout the hotel, in particular guest bedrooms, restaurant, communal and public areas, (kitchen when required) along with any sauna/pools/hot tubs are treated with the relevant chemicals
- Welcoming the guests into each meal service in a friendly manner helping to create a relaxed dining environment
- Assisting with the set-up of each meal service and ensure that the restaurant area is laid correctly and buffet areas fully replenished as/when required. Taking food orders for breakfast and for pre-ordered evening meal requests
- Carrying out a weekly cleaning supplies and linen stock take and submitting to Hotel Manager
- Adhering to all Health & Safety practices including COSHH legislation and Food Hygiene best practises and report any non-compliant findings
- Ensuring all hotel entrances, fire exits, balconies and pathways are clear of rubbish internally and are regularly cleared of snow/ice ensuring they are safe to use
- Supporting the resort team with any social media requests or updates
- Assisting with any other duties as requested by the Management team – bar, reception shifts
- Assisting with any weekly paperwork reporting
- Promoting any company run event to your guests with knowledge and passion
- Assisting with any other duties as requested by the Management team
- Assisting in the cleaning and closing down of the hotel, both interior & exterior including staff accommodation at end of season ensuring all company property is packed, stored, labelled and inventoried correctly

**What type of person are we looking for:**

- Experience in working in the hospitality industry to include housekeeping & restaurant service
- Previous supervisory staff management experience (essential)
- Customer service experience with a guest first approach
- Enthusiastic, lively, sociable, friendly and a team player who possesses excellent communication and problem solving capabilities with an eye for detail
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours

**Our Company Values:**

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

*Your job description is written to describe the general content of expected duties of the role. It is not exclusive or exhaustive and you may be required to undertake other duties that are reasonable and relevant to the scope of the role as the business requires. We aim to review job descriptions regularly to ensure they are an accurate representation of your role. A job specific task list will be discussed with you at training/once in resort.*