

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.

Our vision is 'creating amazing holiday experiences to be proud of'.

**Your job will be:** Hotel Assistant

**Your Manager will be:** Shift Supervisor/Assistant Hotel Manager

#### **What you will be doing**

- Providing a friendly and welcoming atmosphere for your guests and ensuring that excellent high standards of customer service, housekeeping, restaurant service and cleaning are maintained
- Maintaining a high daily standard of cleanliness throughout all public areas of the hotel and guest bedrooms which includes dusting, Hoovering, making beds, cleaning of bathrooms incl. public toilets, bar area and any spa/pool area are hygienically maintained. On 'changeover day', a thorough deep clean of the hotel will be required ready for your new guests.
- Working as a team to prepare all the laundry ready for collection, also assisting with weekly stock takes (cleaning & linen) and any hotel deliveries that may arrive
- Ensuring all restaurant meal services are set-up, served and delivered to an excellent standard in a friendly way; including daily menu of breakfast, afternoon tea, canapés and dinner which may also include pre-orders and buffet areas replenishments
- Always adhering to Health & Safety incl. COSHH legislation and Food Hygiene best practices
- Ensuring all hotel entrances, fire exits and pathways are clear of rubbish internally and are regularly cleared of snow/ice ensuring they are safe to use
- Attending the weekly staff meeting to ensure you are fully briefed on the following week's arrivals and any other important information
- Promoting any company run event to your guests with knowledge and passion.
- Delivering a service with a smile to our guests to exceed their expectations in every way
- Assisting with any other duties as requested by the Management team, which could include bar or reception shifts
- Assisting in the cleaning and closing down of the property, both interior & exterior including staff accommodation at the end of the season

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

- Experience in working in the hospitality service industry to include housekeeping & cleaning
- Customer service experience; showing dedication to offer our guests the most amazing holiday experience
- Enthusiastic, lively, sociable, friendly and a team player
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours.

#### **What's important to us: 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
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*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.*