

Crowne Plaza Hotel Manchester Airport (4 star)

RECEPTIONIST

24 hours per week

SHIFT WORK *must be fully flexible*

Do you enjoy working with the general public?

Do you have strong communication skills?

Do you have a friendly and polite disposition?

Would you enjoy working as part of a team who thrive on delivering the BEST customer experience?

If you've answered YES to the above, then read on...

We are recruiting for the Crowne Plaza at Manchester Airport, a beautiful 4star hotel that prides itself on delivering a WOW experience for its customers.

Being literally on the airport means this hotel is busy with guests coming and going daily.

The hotel prides itself on its dining experience – offering its guests a choice of restaurants and room service. Sampans – which is the hotels oriental restaurant has been voted as one of the best Oriental dining experiences in Manchester.

As a Receptionist you will responsible for greeting guests as they enter and leave the hotel. You undertake the Checking-In/Out process and will assist the guests with any questions, queries or assistance they may need. Reception is a frontline position. No 2 days will be the same as you'll never know who is going to walk through the doors on a daily basis. This position requires confidence, strong communication skill, a great personality and a real desire to serve and deliver a top quality service to a client. You will be liaising with guests both face to face, on email and over the phone.

To be great at this job you need the following attributes:

- ✓ Good communication skills
- ✓ Well presented with a friendly and welcoming disposition
- ✓ Polite and well mannered – also patient and able to cope under pressure whilst remaining composed
- ✓ Strong organisation skills
- ✓ Good attention to detail
- ✓ Basic computer literacy

- ✓ A genuine desire to deliver a high level of service at all times
- ✓ Hard-working, dedicated, committed, trustworthy and reliable
- ✓ Full flexibility to work shift patterns that will most definitely include early morning starts, some late finishes and weekend/bank holiday cover

Hours: 24 per week

Shift Patterns: Working in hospitality requires a high level of flexibility. The hotel is open 24 hours a day, 365 days a year. This means that shift patterns will vary and may include some early mornings, or late finishes and will most definitely include some weekends and bank holidays.

Manchester Airport is easy to get to from Wythenshawe (or anywhere on the Tram network now).

For candidates who live in Wythenshawe, the hotel does offer a discounted taxi service if you finish work late one evening and need to get a taxi home.

Hourly Rate: Under 25yrs £7.05 per hour / Over 25yrs £7.50 per hour

The hospitality industry offers a FANTASTIC opportunity for anyone to build a firm career path. You will often meet a Manager in a hotel who didn't leave school with great qualifications, who never went to University but instead worked his or her way up the ladder. GREAT personalities go a long way in this industry. If you feel you have something to offer and you'd like to work an environment that encourages people to develop beyond what they ever thought they'd be capable of – then apply and get your foot in the door!

What's guaranteed is that you'll meet lots of new people, make new friends and will really feel part of the Crowne Plaza family.

CLOSING DATE: 18th August 2017