

**Job Role:** Assistant Night Manager – 32 hour contract

**Reporting to:** Front Office Manager / Night Manager

As Assistant Night Manager the successful candidate will provide engaging sincere, personalized service to all guests during the hours of 23:30pm to 08:00am.

The successful candidate will:

- Assist the Front Office Manager in all aspects of the department and ensure service standards are followed during the overnight shift
- Carry out the night audit process
- Be responsible for the Health and Safety of all departments and guests for the night period
- Have thorough knowledge of emergency procedures and evacuation
- Consistently offer professional, friendly and engaging service
- Manage the night porters
- Ensure night room service orders are completed in line with the resorts 5 star service standards
- Communicate through pre-shift logs, emails and departmental meetings all pertinent information for the respective shift and areas of operation
- Complete the daily brief hand over
- Check guests in and out of the resort, ensuring all billing is correct
- Carry out cleaning duties as directed by the house
- Train colleagues on the Lough Erne Resort standards, procedures, and practices
- Assist guests regarding hotel facilities in an informative and helpful way
- Assist with any maintenance matters during the night period
- Carry out security walks of the buildings inside and out
- Room guests as necessary
- Ensure meeting rooms are cleared down and set for the next day
- Other duties as assigned by management

#### **Requirements:**

- Previous experience of Supervising team members
- Previous experience of working night shift
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Outstanding communication skills, both written & verbal
- Have a full clean driving license
- Enthusiastic and positive personality with the ability to build trusting relationships with others
- Proven organizational skills, works well on their own.