



MISSION STATEMENT; “To assist all young people in reaching their full potential, by offering Christian love through Sport, Creative Activity and Adventure, in a caring, accepting, safe environment - sharing enthusiasm and building respect and self-esteem through relationships.”

## **Guest Services Manager**

### **Job Description & Personal Specification**

#### **Overview**

<b>Centre:</b>	King's Park Conference Centre
<b>Position:</b>	Guest Services Manager
<b>Reporting to:</b>	Centre Manager / Senior Duty Manager
<b>Hours:</b>	37.5 Hours (Any 5 days out of 7, including evenings, weekends & overnight on-call. Overnight on-call may involve overnight working and/or sleeping on site)
<b>Role Type:</b>	Permanent, Full Time, Shift Work
<b>Overall Purpose:</b>	To assist in the day to day running of the King's Park Conference Centre, ensuring that the needs of all user groups are met to the highest possible standard.

#### **Job Description**

- To contact group leader prior arrival to confirm their requirements and ensure all departments receive the correct and relevant information. To ensure that all details on the booking system are accurate and recorded.
- To set up Conference rooms, PA system and other facilities as required by guests.
- To ensure that the conference centre is clean and ready for groups arriving to their conference and to maintain the cleanliness in the main areas.
- To meet group leaders on arrival and co-ordinate check-in, welcome talks, ensuring all groups are relevantly briefed including Emergency Procedures, Security, and site details.
- To pass on any necessary information to the bookings team to enable them to carry out their duties.
- To be responsible for issuing keys and maintaining them.

- To ensure the smooth operation of Guests' programme by liaising with catering, house and maintenance team.
- To support the operation of the shop and coffee bar, managing till, petty cash and stock.
- To ensure coffee and tea points in the main area are ready for guests in cooperation with the catering team.
- To always be available for groups when on duty, ensure that the reception desk is covered, and phones are answered. To sign in visitors, contractors, and deal with deliveries.
- In cooperation with the catering team to check and oversee the dining room, ensuring preparation is complete and everything is ready on time for the guests.
- To open the centre at the beginning of the day and follow lock up and security procedures at the end of the day.
- To assist with fire procedures and training, taking part in training programmes as directed by the Centre Managers.
- To respond when first aid is required.
- To attend regular meetings about bookings, staff issues, working systems etc.
- To assist with administrative issues and be familiar with Microsoft Office package (i.e. Word, Excel, Power Point, Publisher, and Outlook).
- To provide overnight on-call cover as per the rota.
- To help with any other operational procedures as required.
- To have sympathy with the Christian faith and to maintain and follow Christian values in the day to day operating of the centre and within staff relationships.

## **Personal Specification**

### **Job Specific**

#### **Essential**

Good understanding of a Hospitality environment

Precise attention to detail and accurate and strong administrative skills

Ability to work on your own and set the working schedule in terms of preparing for guests with room cleaning and set-up.

Ability to meet targets and deadlines as set by management.

To have sympathy with the Christian faith.

Competence in Microsoft Office package (Word, Excel, PowerPoint, Publisher and Outlook)

#### **DESIRABLE**

A working knowledge of catering/hospitality operations

Previous experience in a customer services role

Holds a current Food Hygiene certificate.

To be a practicing Christian

### **Personal Qualities**

#### **Essential**

Ability to plan, organise and prioritise own workload.

Excellent verbal and written communication skills

Ability to form positive relationships with colleagues and guests.

Flexibility and ability to adapt, be self-motivated and pro-active.

A committed team player

**This job description dates from June 2024 and may be subject to review at any time as deemed necessary.**