

**GOODWOOD**

**The Role**

The **Front Desk Team Leader** will be part of Front Desk team and will report to the Front Desk Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

## Responsible for supporting the Front Desk Manager and Assistant Manager with the daily operation of the Front Desk department, ensuring that all guests receive a warm, memorable and personalised welcome to Goodwood, setting the scene for their stay. To supervise the team of Hosts when on shift, supporting with training, development and motivation.

**Key responsibilities**

* To ensure that the service offered by all team members is personal and memorable and that guest needs are anticipated and requests are followed up
* To ensure strong communication with other departments throughout the Hotel, following up on any comments and complaints that are received and passing information to relevant Head of Departments or Managers
* To cover Duty Manager shifts when required, a minimum of one per week
* To ensure all tasks are completed on each shift and that a full and thorough handover is completed at the end of each shift.
* To support the Front Desk Management in the training of the hosts.
* Carry out any other reasonable requests made by the Front Desk Manager or other managers.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!
* Punctual
* Flexible

**What do you need to be successful?**

* You need to be a people person with excellent customer service skills
* A good standard of education is required, as well as fluency in written and spoken English
* Previous experience of working in a customer facing role, ideally within the hospitality or leisure industry, would be desirable as would previous experience of supervising a team
* Experience of using Protel or similar systems would be an advantage

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 3 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 3 |