

**GOODWOOD**

**The Role**

The **Guest Relations Manager** will be part of the Goodwood Hotel and report to the Hotel Deputy General 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**

To be passionate about delivering the highest standard of guest experiences, craving perfection for our guests, analysing the finer details of their stay to ensure the hotel can add unique, quirky and personal touches to guarantee a truly relaxed, enjoyable and memorable stay.

To improve the guest experience through being proactive and preventative, offering consistency for the clients and good follow ups. Taking all feedback and making sure it is acted upon, this includes managing the complaints process.

**Key responsibilities**

* To set, implement and maintain the strategy for the hotel to deliver the highest service standards and inspire staff to deliver consistent, exceptional service in line with our vision and values
* To drive the brand integrity and operational standards to ensure our vision and values are maintained at all time
* To have full knowledge of all hotel features and services including all hotel outlets
* To take a lead with spontaneous show arounds
* To support the smooth process of check-in and check-out at the front office, ensuring the hotel give check ins with a “wow”
* To make a report every shift on the findings and events during work hours
* To be brief the night shift with regards to guest movements and events
* To focus on the hotels group bookings and ensuring their stay is not only enjoyable but seamless throughout.
* To greet VIP guests along with Front Desk Manager
* To check the day’s arrivals each morning in order to be aware of the business of the day, to identify priority guests and VIP’s in order to ensure suitable room allocation and efficient check in for all groups and VIP’s.
* To be fully aware of all future group bookings. To organise and prepare for their arrival. To act as a point of contact during their stay.
* To ensure all appropriate amenities are sent to rooms ready for the arrival of these priority guests through liaising with the relevant departments.
* To be able to confidentially deal with book out scenarios following our procedures.
* To establish and maintain great working relationships with group clients and VIP guests delivering
* To continuously maintain and update guest history and VIP lists as and when required.
* To encourage comments and feedback from guests, enabling us to maintain and improve standards.
* To coach and manage the team to work together in order to benefit the guest
* To proactively solicit guest feedback and ensure loyalty and satisfaction.
* To ensure all customer complaints and feedback is addressed and handled in fashion that meets and exceeds our guest expectations. Through the use of effective service recovery and follow up, turn guests complaints around with the view to obtaining their future loyalty.
* To analyse customer feedback and provide strategic directions to continuously improve overall rating – working against KPI’s
* To ensure all Duty Logs, Accident Reports, Health & Safety records and other documents are kept up-to-date and in line with legal requirements.
* To undertake and complete any special projects, tasks or other reasonable request by Hotel General Manager, and be available for emergency call out.

**Qualities you will possess**

* Passion for Hospitality
* 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!
* Ability to coach and lead teams
* A passion for customer services

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

* Previous supervisory experience within Front Office preferably in a 4/5 star hotel
* A Hospitality qualification or relevant formal training

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 | 3 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 3 |
| Working Together | 3 |