

**GOODWOOD**

**The Role**

The **Night Receptionist** will be part of the Hotel Night team and will report to the Night 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 maintain the professional standards of the hotel by managing end-of-day reports, ensuring accuracy, and reporting anomalies. The Night Auditor will also assist the Night Manager in emergency situations.

**Key Responsibilities**

* Count Reception safe and sign float book
* Deal with late check ins / check outs as and when required, as well as controlling the switchboard and dealing with any queries that arise
* Ensure that the building is secure
* Ensure that the Night Guest Satisfaction Surveys (GSS) are carried out efficiently and all public and back of house areas are maintained to very high standards
* Post all relevant Food & Beverage charges and functions for each day, ensuring that change logs and amendments are kept updated
* Follow the Night Audit procedures and generate relevant reports for the relevant departments
* Input ‘Early Morning calls,’ organise taxis and ensure newspapers are ready
* Ensure porterage is organised for guests checking out
* Conduct a handover with the Front Desk team and Early Duty Manager
* Ensure that working areas are maintained to a high standard by observing health and safety requirements and that guest and office areas are kept clean and tidy at all times
* Take room service orders and prepare and deliver food and drink to guests

**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!
* Honesty and discretion
* Great organisational skills

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

* Previous experience in a similar role and/or experience of working in the hotel industry
* Strong analytical skills and confident working with numbers
* Computer literate, with particularly strong knowledge of MS Excel
* Previous experience of working in reception roles or hotel outlets
* Fluent in the English language
* Previous experience of Protel/Fidelio/Opera, Micros or DotPos would be advantageous
* A flexible approach to working hours and duties undertaken

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 | 1 |
| Communication & Trust | 1 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |