



Assistant Manager

The Penrallt Country House Hotel is looking for an enthusiastic and ambitious Assistant Manager to help support the Hotel Manager in managing the team in order to provide exceptional customer service to our guests and visitors, whilst maintaining a successful and profitable Hotel, that is able to grow with our business.

This is a varied, busy and fast paced role and requires someone who is comfortable turning their hand to any area of the business as needed/required, from helping out the kitchen team to getting hands-on behind the bar.

The ideal candidate will have a passion for leading a team, love restaurant & bar management & be a natural with customer service. A team is the reflection of the manager at the front & leading it you will be expected to meet and maintain our exceptional standards of punctuality, dependability, and flexibility.

As an Assistant Manager you'll:

- **Support** the General Manager and maintain an exceptional level of standards
- **Inspire and motivate** your colleagues on every shift. Leading the team in providing exceptional customer service
- **Be passionate** about doing the right thing for your colleagues and your customers.
- **Be accountable** for the smooth running of shifts and for managing all aspects of the hotel when the General Manager is away and keeping all company paperwork in check e.g. H&S, stock takes
- **Be inquisitive** and drive your development and the business through exceptional staff training, and new and creative ideas to grow the business.

Key Responsibilities:

- control, manage and minimise all controllable costs efficiently and within set targets
- create and deliver a culture of exceptional customer service



- promote, monitor, and manage service levels within the team, through observations and two-way feedback
- building strong relationships with peers and suppliers to effectively deal with matters concerning the venues stock package, promotions, staff development, and employee relations
- encourage and recognise outstanding team performance, to increase team motivation and venue morale
- Build community relationships and develop a social hub within our venue
- Drive sales to achieve targets through effective staff training
- Resolution of customer complaints within the hotel.
- Ensure all Health and Safety procedures are implemented according to Company standards.
- Keep the Hotel Manager and all staff informed on all relevant business issues & updates using varied methods of communication.
- Provide detailed and accurate reports as required by Hotels General Manager.
- Review services offered & obtain feedback from internal & external customers on an ongoing basis and contribute ideas for continued development.

Skills and Experience:

- Knowledge of a hotel environment, including functions.
- Knowledge of the Tourism industry.
- Knowledge of food and wine.
- Experience in a hotel management role.
- Knowledge and understanding of sales strategies & business development.
- Forward thinking
- Positive Attitude
- Customer Focus.
- Communication Skills.
- Accountability.
- Making decisions.
- Flexible and adaptable.
- Attention to detail.
- Motivated to succeed.
- Organisational skills.



Full-time hours: 45 hours per week (including evenings, weekends and split shifts)

Application deadline: Monday 19th April 2021

Expected start date: Mid - May 2021

Job Types: Full-time, Permanent

Salary: £20,000 - £24,000 per annum depending on experience