

voco Reading Hotel has a fantastic opportunity to join the team as a Night Guest Services Manager

voco Reading, adjacent to Reading Select Car Leasing Stadium, our modern hotel has thoughtful touches and distinctive design, guests can take advantage and enjoy our leisure facilities with a swimming pool, sauna, jacuzzi, and gym. The hotel invites you to enjoy the voco Life at the Atrium Bar and the brasserie-style restaurant Le Café.

Night Guest Services Manager supports the Front Office Manager to ensure a guest is met with a genuine welcome and that their needs are attended to throughout their stay.

A Night Guest Services Manager communicates both internally within the front office and externally, both with the wider hotel team and immediate locale to ensure the guest experience is personalised and always exceeds expectation.

This role will give a great opportunity for a Night Guest Services Manager to coach and lead the front of house night team and play a major part in the hotel's growth and development.

The Role:

our Night Guest Services Managers have a number of areas of accountability of Nights:

- Responsible for the efficient daily running of night team
- Maintain a warm and friendly manner with each interaction, whilst ensuring efficiency during busy periods
- Empowers employees to provide excellent customer service.
- Drive loyalty recognition for all members, ensuring Medallia score is above 85%
- Be aware of VIP guests arriving, in-house, and departing including communication of any known movements
- Ensure you have exceptional knowledge about the hotel product to comfortably talk about and sell hotel offerings including F&B outlets, and meeting rooms
- Action guest requests to the highest standards, always keeping the brand values in mind with each guest interaction
- Within context of objectives set by manager, assign tasks, and monitor progress against performance metrics
- Ensures work of team is performed consistently within expected standards
- Improve processes, systems or products
- Solve multiple, undefined problems that span multiple work flows
- Conduct regular check-ins and engagement of night team members
- Coaching and supporting night team members to develop
- Steps up to leads department if and when required

The Person:

The ideal candidate will have extensive experience managing a people focused Guest Services team and have strong people management experience.

- Minimum 2+ years working within a Front of House department of a hotel in a Duty Management or Team Leadership role
- Proven track record with success at training and implementation of process and audit
- Shows awareness of market trends and has the ability to implement new initiatives
- Good understanding of systems to support driving results – Opera, Microsoft

As Night Guest Services Manager you will have a hands-on approach and take a proactive role with colleagues in and out of your team in order to identify and support needs at all levels. You will be an inspirational leader, who is passionate in delivering extraordinary guest experiences and who takes pride in sharing success with your team.

What we offer

- Competitive Salary
- 28 days holiday each year, including bank holidays (this will increase with length of service up to 33 days)
- Discounted international/worldwide room rates for yourself, family and friends
- Excellent employee recognition programmes
- Vast range of learning and development programmes
- Opportunities for promotion and transfer across the group

Most importantly, we'll give you the room to be yourself.

If you feel you are the right candidate for the role as our **Night Guest Services Manager**, then please click **contact Kamila Krajewska our HR Manager on Kamila.Krajewska@vocoreading.com**

We'd love to hear from you!

You must meet the legal requirements to work in the UK