

Do you see yourself as a Front Desk Shift Leader?

What's your passion? Whether you're into tennis, shopping or karaoke, at Hotel Indigo Glasgow we're interested in YOU. At Hotel Indigo Glasgow we employ people who apply the same amount of care and passion to their jobs as they do their hobbies - people who put our guests at the heart of everything they do. And we're looking for more people like this to join our friendly and professional team.

Discover a bold, new boutique hotel in Glasgow that captures your spirit. At the Hotel Indigo Glasgow we believe a hotel should be more than just a place to put your suitcase, it should be an experience filled with inspired comforts and style.

Be Bold. Be Fresh. Be Inspired.

This role has the overall responsibility to support the Front Office Manager and the Assistant Front Office Manager with all aspects of the front desk function.

DUTIES AND RESPONSIBILITIES:

- Assist in supervising the front desk function; ensure staff is properly trained including service expectations, hotel facilities and services, local directions, property management and reservations systems, safety and emergency procedures, etc.
- Monitor performance and recommend corrective or disciplinary action. Alert management of potentially serious issues.
- Up-sell rooms where possible to maximize hotel revenue.
- Accurately process all cash and credit card transactions in accordance with established procedures including but not limited to posting all charges, completing cashier or other reports, preparing deposit, and counting/securing assigned bank.
- ☑ Routinely check in/check-out guests, answer phones, take reservations and assist staff with job functions.
- ☑ Promote hotel services, facilities and outlets; provide guests with information such as local attractions and directions to increase guest satisfaction.
- ☑ Complete opening and closing shift duties, and communicate any outstanding guest requests or issues to management that may require additional monitoring or follow-up.
- ☑ Respond appropriately to guest complaints. Make appropriate service recovery gestures in accordance with established guidelines.
- Promote teamwork and quality service through daily communication and coordination with other departments.
- Perform other duties as assigned which may include but not limited to guest room tours, concierge services, special guest requests, etc.