

Assistant Guest Services Manager at Park Plaza London Riverbank.



Love providing great service and being part of uplifting moments?

Take the next step in your Guest Service career with us as an Assistant Guest Services Manager at Park Plaza London Riverbank.

Park Plaza is the ideal location for you to develop your skills and shine in a collaborative team environment.

Description of the Company:

At Park Plaza we love to celebrate the individual. We believe every one of our team members has a contribution to make and personal touch to share with our guests and colleagues. We're always striving for excellence and know that as we invest in our team members, they'll invest in us. For an engaging work environment where the little things are celebrated along with the major milestones, you've come to the right place.

Main role and objectives:

Under the general guidance of the Guest Service Manager, and within the limits of Park Plaza Policies and Procedures, to ensure the efficient running of the Guest Service Centre operations at all times in line with the laws and the agreed standards and to consistently ensure a service and product delivery with a high degree of client care and service.

- Managing The Guest services team, overall leadership –lead by example, building an effective team, direction, coordination and evaluation of departments. Ensuring appropriate professional standards of behaviour, work standards, productivity, practices and customer care are enforced.
- To be aware of any shortfalls in standards and bring them up to the Manager's attention as well as addressing in the Manager's absence
- Strive to anticipate client's needs wherever possible and to react to these to enhance client's satisfaction.
- To be fully conversant with budgeted and actual revenue and costs within the Telephone, Business services and internet revenue.
- To be knowledgeable of hotels and services offered and provide information in regards to using the hotel's facilities e.g. internet, gym, directions, opening hours or tariffs
- Ensure that all calls are answered in a professional manner, within three rings and according to PPHE brand standards.
- To positively promote sales awareness within the department and maximise sales opportunities.
- To have a good hotel and local knowledge.
- To assist with any other duties within the scope and general purpose of the job as designated by the Hotel Management.

Park Plaza isn't just a great place to work - it's a great place to take your career to the next level! We love seeing our team members fulfil their potential and always work together to achieve more with our learning & development offering, enhanced training and competitive salary and benefits.

You will be invited to an "Inspiring Stay" in your hotel, so that you can live the experience and you will also benefit from our Employee and Friends & Family rates available in all Park Plaza and Radisson Hotel Group hotels worldwide!

Apply at: jobs.pphe.com/job/assistant-guest-services-manager-jobid-pprl_bus8-gl

From the everyday uplifting moments to huge achievements and everything in between, we're there every step of the way. **Park Plaza. Be part of it.**