



KYLESKU HOTEL

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Hotel name: Kylesku Hotel

Address: Kylesku, Sutherland, North West Highlands

Website: www.kyleskuhotel.co.uk

Facebook: www.facebook.com/KyleskuHotel

Instagram: www.instagram.com/kylesku_hotel

Job Role:

Guest Relations Manager

Salary:

£26-27k

Job Summary:

We are looking for a Guest Relations Manager to make our Guests feel welcome and ensure they have a pleasant, comfortable and personalised experience in both our Hotel and our Restaurant.

Your responsibility will include :

- Provide upscale guest service experiences for Guests throughout their stay
- Ensure clients are properly greeted upon their arrival including Restaurant guests
- Being visible at peak times in the Restaurant and support the waiting team during busy times.
- Monitor daily bookings and ensure assigned rooms are prepared prior to check-in
- Coordinate luggage collection and storage
- Oversee check-in and check-out procedures, including reservations and financial transactions
- Promptly address guests' requests.
- Actively listen to and resolve complaints
- Ensure all the guests receive a personalised service
- Coordinate and manage communication between guests and staff and follow up
- Inform clients of our hotel services and local attractions.
- Promote all hotel amenities, conveniences and programs offered
- Appraise team's performance and produce regular reports
- Liaise with the rest of the Executive Team to provide an overall comfortable guest experience
- Examine daily duties, assign tasks and check on progress
- Be familiar with internal procedure of Fire and Health & Safety .
- Be familiar with all the maintenance aspects of the building.
- Analyse customer feedback from hotel guestbook and online reviews and suggest ways to improve ratings
- Establish friendly relationships with regular hotel and restaurant clients

Desirable skills and profile :

- Proven work experience as a Guest Relations Manager or Assistant Guest Relations Manager
- Understanding of all hotel management best practices and relevant laws
- Hands-on experience with Hotel Management software (PMS)
- Proficiency in English; knowledge of other languages is a plus
- Customer service driven with outstanding communication and active listening skills
- Excellent problem-solving and multi-tasking skills
- Leadership skills along with the ability to motivate a team into high performance
- Ability to work flexible hours
- Strong sense of responsibility and a professional presentation



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Working at Kylesku Hotel

Kylesku Hotel is located in one of the most remote yet stunning parts of the Scottish Highlands but what we offer is really unique. Being located on the world-renowned North Coast 500 there is always a great buzz about the place and great characters to meet.

Working at Kylesku Hotel isn't just about work, you have the great outdoors at your feet so you can create your own adventures every single day. That said, your working day can be very busy especially during the summer months but a great work/life balance is encouraged. With our inspirational, remote location we attract high levels of trade which keep us busy and out of mischief!

We have live-in accommodation available, suited to individuals or couples.

Here's what you get when you join our team!

- For this fantastic role we are offering £26-£27k depending on your experience. You can also earn up to £3k per annum in gratuities which we pay out monthly.
- We have a lovely staff uniform – practical but stylish. On your first day you will also receive your new-starter Goodie Bag to welcome you to the team.
- Delicious free staff meals when you are working on shift. We offer healthy options but some nice treats too!
- You will get an additional day off to celebrate your birthday, we are big on celebrating YOU!

In addition to this we also offer a range of wonderful benefits and rewards:

Development, Training....Rewards & Recognition

We strive to **nurture and develop** our people so you will receive an **ongoing training programme** and we will work closely with you on your **Personal Development Plan**. There will be opportunities to train across different departments and gain recognised qualifications. We work with amazing local suppliers and producers so our training sessions can be super fun and interactive! Every day is a school day as they say!

There are plenty of opportunities to **further your career** not just here at Kylesku Hotel but also at our other Highland Coast Hotels. The possibilities are endless if you show dedication and **team spirit!**

Our **Starfish Rewards & Recognition** programme celebrates all the wonderful little things we do each day that make a big difference to our lovely guests and each other.

And if you have likeminded friends that you think would make a great addition to our team, we offer a generous **Friend Referral Scheme**.

Supporting your Health & Wellbeing

We are a busy team and it's important that we all strike a healthy work/life balance to be the best and most productive versions of ourselves. Here are just some of the ways that we will help you do this:



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- We offer a shared gym membership for our local leisure centre
- You can take advantage of the cycle to work scheme and receive up to 42% off a new bike and accessories
- If you wear glasses we will support with a contribution towards a new pair of specs
- Every week we send out helpful hints and tips to support your health and wellbeing

We like to come together outside of work

We love to let our hair down and socialise when we can so here's what you can expect:

- Seasonal staff parties and local social events
- 'Family dinners' where we come together as a team to relax and enjoy good company and great food
- 'All About Us' Afternoons – getting together to share an ice cream or pizza and a good old blether!

Be our guest, and bring your friends and family too!

Experience what our guests do with discounts in the restaurant, bar and when staying overnight in Kylesku Hotel or any Highland Coast Hotel:

- 50% discount off bed & breakfast during the months of October to March (inclusive)
- 50% discount in our restaurants all year round
- 30% discount in our bars all year round

Extra benefits for team members that stay in staff accommodation:

In addition to all of the above, you will also receive:

- Staff accommodation including TV, TV Licence and Wi-Fi
- Two sets of new bedding and one bath towel
- Welcome pack including everything you need to get you started
- A shared Gym membership to keep you healthy and in a good shape
- Access to discounted staff meals with a menu planner and healthy options
- Where available, shared use of hotel bikes, golf clubs and paddle boards (or discounted rates with our experience partners)
- One guest to stay for a short period per season in your staff accommodation

About Highland Coast Hotels

We are a collection of unique hotels located along the North Coast 500 with our people at the very heart of what we do. Spirit, warmth, authenticity, that's what we look for. We encourage curiosity, energy, passion and fun. Creating experiences that exhilarate and enlighten our guests as we showcase the very best in Highland Hospitality. It's important to us that we nurture and develop our people to be the very best they can be. Training and career opportunities are on offer along with fabulous work locations, great rates of pay, flexible hours and lots of other lovely perks.

Find out more at highlandcoasthotels.com



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