Guest Relations Manager

We have a really exciting opportunity! We are currently looking for an exceptional individual who is passionate about providing first class customer service to exceed guests' expectations to join us at the Titanic Hotel, Liverpool.

Winner of Tourism Awards Hotel of the Year 2023, for the second year running., The Titanic Hotel Liverpool is all about the restoration of one of our city's most historic and iconic buildings. The hotel is a hotel of unequalled proportion of size, service and style. The hotel has 153 bedrooms, The Rum Warehouse – our Events space with a capacity for 800 guests, the Maya Blue Wellness Centre, Stanley's Bar and Grill & the Rum Bar.

Overview of the role

This is a fantastic and exciting opportunity for you to progress your career within an iconic hospitality environment as a member of the hotel management team. The Guest Relations Manager role is a key management position focusing on the execution of delivering a seamless service to all of our guests. You will be responsible for creating lasting memories for our guests by providing a warm, exceptional service from arrival to departure.

The Guest Relations Manager will be responsible for all pre arrival checks and managing guest expectations and requests to ensure all needs are met during their stay at the hotel. You will also be responsible for setting the example of true guest service by guiding and training of staff in the art of delivering a 5 star guest experience at all times.

Attributes/Experience

· Minimum of 2 years' experience in management/supervision within the Front Office operations and Guest Relations.

· Our hotel is 24 hours operation. Candidates are expected to be flexible over daytime hours, evenings, and weekends.

· An excellent communicator and motivator to inspire others to achieve high performance.

· Strong communication and leadership skills, as well as first class customer service skills.

· Well-groomed and tidy appearance at all times, setting the grooming standards for front office

· Strong IT Skills (Word / Excel) with experience of Opera, Reservation and Rooms Management system, telephone switchboard and point of sales system.

· Be financially & commercially astute.

· Able to carry out effective and essential departmental training as required.

About the Hotel:

We are looking to recruit an experienced Guest Relations Manager to join our management team. As Guest Relations Manager you will be responsible for the most important part of our guest's journey – the welcome to the Titanic Hotel, Liverpool, the farewell and being the focal

point for residents and non-residents alike. You will manage the overall Guest Journey standards ensuring all our guests receive 'seamless service' at all times.

You will lead from the front in setting and delivering the high standards and expectations of the front desk operation. You will train and develop your team to the highest standards expected of the hotel.

If this is you, please apply to: hr@titanichotelliverpool.com

You must have proof of your eligibility to be able to work within the United Kingdom.

Benefits:

Canteen
Company pension
Discounted or free food
Employee discount
Health & wellbeing programme
On-site parking
Referral programme
Work Location: In person