



The Titanic Hotel Liverpool

Rooms Division Operations Manager

We are looking for a highly experienced **Rooms** Operations Manager to join us at the Award Winning Titanic Hotel, Liverpool. The successful candidate will have at least 3 years' experience as a Front Office Manager in a 4/5 star hotel

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.

Situated on the historic Stanley Dock, The Titanic Hotel Liverpool comprises of 153 luxury bedrooms and suites, Stan's Bar & Grill Restaurant, Rum Bar, a luxury spa and The Rum Warehouse, a 1,000-capacity events space.

The Rooms Division Manager is responsible for managing all the day to day Rooms Division operation including reception, concierge, nights, switchboard, duty management. Key areas of emphasis include key relationship management and development.

They will be responsible for implementing the Rooms Revenue strategy and will play a key role in ensuring the smooth running of the guest stay in conjunction with the F&B Managers, Reservations and Duty Managers.

They will ensure all financial targets are met with regards to revenue, cost control & profit whilst monitoring 'simply generous' service is consistently delivered throughout the hotel. They must have extensive knowledge of Opera.

Key focuses

- To manage the activities of the Rooms Division Departments to constantly maintain and improve productivity, service and product quality
- To ensure the correct policies and procedures are carried out for both transient and group guests
- To consistently strive for innovation and creativity in product and service standards to increase volume, sales and profit, providing consistent quality service to our guests
- Maintain up to date knowledge of trends, practices and equipment in presentation, service and equipment within Rooms Departments

The successful candidates must be enthusiastic, approachable and trustworthy. Being able to think creatively, whilst having a keen eye for detail and self-motivated drive to go that extra mile, is a must.

- You must have the ability to delegate tasks and manage your own tasks reliably and responsibly.
- You must have proven experience of working to and achievement of measurable targets
- Able to handle guest complaints and difficult guest situations with a pleasant and professional manner at all times
- Be dynamic, enthusiastic, well organised with a strong eye for detail



If you feel that you have the experience, qualifications and skills to be Rooms Division Operations Manager at the Titanic Hotel then apply by forwarding your up to date CV together with a covering letter to hr@titanichotelliverpool.com.

Please only apply for this position if you are currently living in and have the right to work full time in the UK with no restrictions.