



## **Assistant Front Office Manager**

The family owned and managed 4\* Westport Plaza and Castlecourt Hotel Resort are looking to fill the role of Assistant Front Office Manager.

You will manage and lead your team and ensure all of our guests enjoy the excellent personal service and customer care that we are renowned for.

The ideal candidate will:

Have proven track record in a similar role, and enjoy working within a busy team environment.

Be a good communicator with excellent people management and organisational skills.

Be fluent in English



## **FRONT OFFICE MANAGER**

We are currently recruiting for the position of Front Office Manager at the 4\* Westport Plaza and Castlecourt Hotel Resort. We recognise that our team is our greatest asset, and the successful candidate will enhance an already established and successful team.

You will manage and lead your team and ensure all our guests enjoy the excellent personal service and customer care that we are renowned for. The ideal candidate will enjoy working within a friendly and well-established team with the ability to deal with busy situations in a positive working environment.

The successful candidate will:

- Ideally have experience in a similar role in a busy Hotel.
- Be a team player and completely focused on customer service.
- Have excellent organisational and leadership skills.
- Be fluent in English.



## **HOTEL RECEPTIONIST**

Key Duties and Responsibilities:

- Greet and welcome our guests to the Hotel.
- Register the guests and take payment.
- Answer any queries the guest may have on in house facilities and tourist information.
- Take responsibility for the security of the keys.
- Update all guest information in the computer.
- Take and confirm reservations to our guests.

Requirements:

- Excellent customer care skills.
- Be able to work on your own initiative.
- Excellent communication skills.
- Be able to cope well under pressure.

Experience:

- Previous Hotel Front Desk experience is desired for this role.
- Strong communication skills both verbal and written are essential.
- Experience with Hotsoft is desirable and a distinct advantage.



## **FOOD & BEVERAGE / FUNCTION WEDDING SERVICE STAFF**

The 4\* family owned Westport Hotel Group are currently recruiting for a friendly and enthusiastic Food & Beverage Server to join the team and help us deliver an excellent guest experience.

Responsibilities include:

- Take food and beverage orders
- Serve food dishes according to the menu of the day and the direction of the Manager
- Retrieve and serve alcoholic/non-alcoholic beverages to guest tables according to hotel specifications courteously and efficiently
- Collect payments and assist in the maintenance of the dining area and equipment to the highest standards

The ideal candidate will be proactive with guest needs, have excellent customer service and engagement skills and be flexible in terms of working hours.



## **SPA THERAPIST ( FULL & PART TIME)**

The 4\* family owned Westport Hotel Group are currently recruiting for a friendly and enthusiastic Spa Therapist to join the team and help us deliver an excellent guest experience.

The ideal candidate will be committed, friendly and customer orientated. ITEC, CIBTAC, CIDESCO qualifications are essential and previous experience in both massage and beauty is required.



## SENIOR BAR SUPERVISOR

The 4\* Westport Plaza and Castlecourt Hotel Resort are recruiting for full time Senior Bar Supervisor to join our innovative and standards driven team at the Westport Hotel Group. The ideal candidate will have a minimum of 2 years experience in a similar role.

You will be passionate about drinks and love going the extra mile to make sure our guests have an amazing experience and leave wanting to come back again and again.

Responsibilities include:

- Meeting and greeting customers
- Ability to work well under pressure in a fast-paced environment
- Ensuring all charging and billing procedures are followed through on
- Creating and mixing drinks as per specs and guest requests
- Assisting in Food and Beverage service as required
- Ensuring that the bar areas are kept clean and tidy at all times



## **BARTENDER**

The 4\* Westport Plaza and Castlecourt Hotel Resort are recruiting for full/part time Bartender to join our innovative and standards driven team at the Westport Hotel Group. The ideal candidate will have a minimum of 2 years experience in a similar role.

You will be passionate about drinks and love going the extra mile to make sure our guests have an amazing experience and leave wanting to come back again and again.

Responsibilities include:

- Meeting and greeting customers
- Ability to work well under pressure in a fast-paced environment
- Ensuring all charging and billing procedures are followed through on
- Creating and mixing drinks as per specs and guest requests
- Assisting in Food and Beverage service as required
- Ensuring that the bar areas are kept clean and tidy at all times



## **ACCOMMODATION ASSISTANT**

We are looking to recruit an Accommodation Assistant to join our family owned and managed 4\* Westport Plaza and Castlecourt Hotel Resort.

Join us if you like working within a friendly and productive team. We offer flexible and short working hours to help facilitate work/life balance, and family arrangements. This may include working in pairs, day time (non-shift) hours of 25+ hours per week. Full training is provided.

Key responsibilities will include:

- Ensuring that you provide each guest with the highest levels of housekeeping service in accordance with our 4\* Westport Plaza and Castlecourt Hotel Resort standards.
- To provide the Guest with the highest levels of guest care and personal attention, anticipating the guests needs and initiating actions to exceed expectations.
- The ideal candidate for the Accommodation Assistant position will enjoy working within a friendly and productive team.





## KITCHEN PORTER

The 4\* family owned Westport Hotel Group are currently recruiting for an enthusiastic and hard-working Kitchen Porter to join the team and help us deliver an excellent guest experience. You will help us deliver the highest health standards and ultimately serve the guests better and quicker.

Kitchen Porter responsibilities include washing pots and pans, keeping floors clean, sanitizing food preparation areas and helping in other areas as required.

Your Responsibilities:

- Work alongside the chef team to maintain HACCP standards.
- Responsible for the cleanliness of the kitchens at all times.
- To have a thorough knowledge and understanding of all standards of performance and delivery within the Kitchen department.
- To develop a strong working relationship with colleagues in your department and related departments.