

A large, ornate red brick building with multiple chimneys and a central clock tower, identified as Morgans Hotel in Swansea. The building is set behind a black metal fence and a green lawn with some landscaping. The text 'MORGANS' is overlaid in large white letters, and 'SWANSEA' is overlaid in smaller white letters below it.

# MORGANS

SWANSEA

## FRONT OF HOUSE ASSISTANT

We are looking to recruit an experienced full/part time Front of House Assistant to join our team at Morgans Hotel.

You will need to be multi skilled within all areas of the hotel including Reservations, Reception & Bar. You will be the first point of contact for all guests you must ensure they are greeted or acknowledged when entering the hotel. You must have an excellent telephone manner, customer service skills, and have the ability to deal with all guest inquiries and must also be prepared to assist customers where needed.

The successful candidate must have previous experience within a similar role and be able to work on their own initiative. You will need to have the ability to deal with the unexpected have the ability to multi task, and possess the following skills.

### SKILLS

- Customer service experience is essential
- Positive can-do attitude and excellent communication skills
- Ability to multi task
- Excellent numerical and IT skills
- Good interpersonal skills
- Be a team player
- Good communication skills, able to communicate with management and colleagues.

You will need to be highly motivated and demonstrate passion about the industry, and be able to create and provide a relaxed, friendly atmosphere with maximum efficiency on customer service and standards.

The successful candidate will need to be flexible with the hours that they can work and this role will include working shifts, including nights, you will need to have flexibility on the days you work over a 7 day trading period. You must also be able to work bank holidays, including Christmas Day.

If you feel that you possess the relevant skills as outlined above, please forward your CV to [jan@travelhouse.co.uk](mailto:jan@travelhouse.co.uk). Please remember to include your contact details.