



Night Manager

We are looking for an experienced Night Manager to look after our guests through the night and to ensure the hotel is ready for hand over in the morning. This is a varied, guest-facing role and will suit someone with interest and experience in hospitality, with an eye for process and detail; who takes pride in their appearance and the job that they do.

The role involves:

- Achieving positive outcomes from guest queries in a timely and efficient manner.
- Assisting guests with luggage and other requests, as necessary.
- Demonstrate a high level of customer service at all times.
- Liaise with Housekeeping with any jobs that have arisen overnight.
- Deal with complaints at night, find suitable solutions according to policies and procedures set.
- Assist with fire walks, and, in case of an emergency act in accordance with all security and emergency procedures and manage the instigation of these, as required.
- Attend appropriate training courses, when required, and assist with the Night Team's training and development efforts.
- Demonstrate current knowledge of hotel products, services, pricing and policies, as well as knowledge of the local area.
- Follow company brand standards.
- Assist other departments, as necessary.
- Other night duties assigned by General Manager & FOH Manager.
- Minimum 1 year's Night Porter/Night Auditor experience is essential for this role.
- Must be eligible to work full time in UK.

Looking for a challenge? Then please email your CV with covering details of what you might bring to Thyme to hr@thyme.co.uk