Guest relations & Accommodation Supervisor

Clare Tourism Development DAC

# The Position

The position of Guest Relations & Accommodation Supervisor is an exciting opportunity for an individual interested in playing a significant role within Clare Tourism and we are inviting applications from suitably qualified persons for this competition. It is proposed to form a panel of qualified candidates to fill this vacancy of Guest Relations and Accommodation Supervisor on a full-time permanent contract. The mission of the Clare Tourism Development DAC includes the provision of a world class visitor experience.

**Job Description**

This Job Description details the day to day established activities of the Accommodation Supervisor.

**Reports to: Operations Manager**

**Main Tasks, Duties and Responsibilities**

* **Accept Accommodation Bookings** through emails and/or booking system.
* **Schedule cleaning** and manage accommodation changeovers.
* **Liaising with incoming and outgoing guests**
* To welcome incoming guests to the property and instruct them on how to use the facilities
* To be the first point of contact with guests including recommending local attractions and crisis management eg. breakages and maintenance defects.
* **Liaising with tradesmen** to fix any defects.
* To spotlessly **prepare the accommodation** in line with the cleaning checklist which includes but is not restricted to bedrooms, living areas, kitchen and bath facilities.
* To maintain all aspects of dusting, washing, scrubbing, vacuuming, supplies, placement, carpet and upholstery care for the accommodation.
* To correctly use the various cleaning chemicals, materials, and equipment.
* To ensure visitor needs are anticipated and satisfied to a high standard.
* To **participate in Management Meetings** highlighting any customer feedback that could improve guest satisfaction.
* In conjunction with the Operations Manager **assist with Health and Safety precautions** for visitors as per Health & Safety Statement.
* **Provide excellent customer service** to all customers internal and external of Loop

Head Lighthouse and the Lighthouse Attendant’s Cottage

* To provide support to other areas within Loop head lighthouse.

**Requirements/Essential Skills and Attributes**

* Excellent customer services skills.
* Flexibility and a strong problem-solving approach to issues.
* Ability to empathise with customers whilst being firm enough to adhere to company policies and procedures.
* Proven organisational skills & experience in multi-tasking.
* Ability and willingness to carry out cleaning tasks.
* Must be able to communicate well both in written and verbally in English.
* Must be physically able to handle equipment necessary to perform the duties of the job, including vacuums, carpet shampoo machines, etc.
* PC literate and good keyboard skills and Microsoft Office proficient.
* A flexible approach to working hours as some changeovers will be outside normal “office” hours.

**Desirable Experience**

* At least one year’s previous experience in a related position.
* Previous Hotel or Self-Catering experience an asset.
* Post secondary education in related field or equivalent.
* Experience in liaising with tradesmen.
* Experience in procurement.
* Management experience

**Additional Information**

* Applicants should have a full, clean driving licence.
* The duties will primarily be performed onsite at Loop Head Visitor Experience, Kilbaha, Co. Clare, or any other place of business as designated by Management, during operating hours of the centre. Occasional work off site may be required.
* The post will be operational on a seven days a week basis according to the needs of the business and accommodation bookings.