

Queensway Hotels - Glasgow: New hotel opening – various positions available

The roles: What will I be doing?

Queensway Hotels are opening a brand new hotel in Glasgow in early 2017 and looking for a passionate, dedicated team to launch us into success.

We are recruiting for: Deputy General Manager; Front Office/ Reception; Guest Service Supervisor; Guest Service Assistant - Day/Night/Breakfast; Maintenance; Head Housekeeper; Room Attendants (Housekeeping)

Note: we do not have a restaurant so we are not recruiting for F&B roles.

Without guests, we would not have a business.

As such, your main focus and priority is to attentively provide a fantastic experience for our guests at all times: building rapport; creating a welcoming environment; offering tailored recommendations.

As brand ambassadors, you have the power to shape our guests' first and last impressions, from your initial warm greeting when they arrive through to ensuring they leave happy and content at the point of departure.

You will also assist with breakfast, ensure high levels of cleanliness throughout the hotel, provide a safe environment for guests and team members alike, and uphold a positive working environment through effective communication with your colleagues.

The hotel: Where will I be working?

Situated in prime locations, our hotels consistently provide guests with a stylish value-for-money offering without compromising on quality, cleanliness, security or customer service.

Located in Glasgow's busy town centre, this brand-new hotel will have 122 bedrooms as well as breakfast and a social lounge area. Your local area knowledge will wow our guests and ensure that they make the most of their visit to Glasgow. This is a unique opportunity to be part of the opening hotel team and help us launch into success.

This is a permanent role and your hours of work will depend on the role you are applying for, but will entail shift-work to suit the needs of our 24/7 business.

We pride ourselves on our passionate, guest-focused teams who live each day by Queensway's core values, and with our growing portfolio of hotels we offer our team members a career path, rather than just a job.

The people: Am I the person Queensway Hotels is looking for?

You could be the one for us if:

- you are passionate about consistently providing the highest level of customer service

- you look on the bright side of life and seek solutions and opportunities for improvement
- you have excellent attention to detail
- you love talking to people from different walks of life and finding common ground
- you are ambitious and self-motivated to achieve your goals and objectives
- you bring enthusiasm, initiative, energy and respect to a team environment
- you are focused, organised and able to multi-task, often without supervision
- you have experience in a customer-facing role, but not necessarily hotel-based
- you have high levels of verbal and written communication skills and are fluent in English (other languages are an added bonus)
- you are computer-literate

The company: Why work for Queensway Hotels?

As a successful, ever-expanding company, Queensway Hotels offers employees opportunities to learn new skills and build a career through a focus on ongoing personal development and internal promotions.

In a hotel environment, no two days are the same and we believe the same is true of our people; we always value ideas and feedback from our team members who are inherent to the development and growth of our business.

We will offer you a competitive salary with additional target-based benefits.

The process: What happens now?

To apply, you must have the right to work in the UK, and original documentation must be shown at interview. Queensway Hotels is committed to the effective implementation of its Equality Policy.

To apply, send your CV and a cover letter to Ross Saunders, General Manager

rsaunders@queensway.com

Please state on your cover letter which role you are applying for.

Successful applicants will receive a telephone call in the first instance, prior to progressing their application to the interview stages. If you do not receive a telephone call within 14 days of your application, unfortunately you are not right for the team at this time.

You must be available for interview week commencing 21 November and 28 November 2016. You must be available to start continuous employment from 5th January 2017.

