

Guest Services Assistant

Casa Hotel is the highest AA rated 4-star hotel in Chesterfield, Derbyshire. An independently owned hotel which boasts 100 bedrooms, 12 meeting rooms accommodating up to 280 guests, it is home to *Cocina*, a beautiful two-rosette restaurant and relaxed lounge bar.

Our sister hotel is the award winning 4-star **PEAK EDGE HOTEL**, a luxury boutique hotel nestled on the edge of Derbyshire's Peak District National Park located 10 minutes' drive from Chesterfield Town Centre. The hotel has recently undergone beautiful renovations and extensions to our restaurant and banqueting rooms.

This is a fantastic opportunity to join us as a guest service assistant based at hotel reception, available to work at **either venue** as required. You will work as part of an established team to deliver flawless service to all guests. We require hard working, friendly and outgoing applicants to cater for the needs of the business.

Purpose: -

Are you a vibrant, confident team player with a passion for customer service who wants to join a fantastic team with a family feel? If so, this is the job for you.

Key requirements: -

The successful candidate will have experience within a similar role at 4-star level.

The successful candidate will also be hardworking, honest, a good team player and flexible with working hours.

Knowledge of Opera PMS is highly desirable but not essential as training will be provided. The successful candidate will have a strong ability to work under pressure in a fast-paced department, dealing with enquiries regarding all aspects of the hotel.

You will have good working knowledge of Microsoft office and have an impeccable telephone manner as well as a professional appearance.

Above all else we require an individual that is passionate about delivering an exceptional level of guest service, our responsibility is to ensure that the guests stay is relaxed, enjoyable and that their expectation is exceeded.

Salary & benefits

- Hourly pay (competitive and negotiable dependent on experience)
- Fantastic working environment within the group with opportunities for progression
- Staff discounts
- Part time/full time hours available
- Meals on duty
- We fully support training and progression eg. upskilling courses/apprenticeships etc.

Job Type: Full-time

Salary: £7.00-£9.15 per hour