

Front of House Assistant & General Assistant/Housekeeper Couple

Department	The New Inn
Reporting To	Manager
Salary/Hourly Rate	£8.25ph To Start
Hours	Full time
Contract Length	Immediate Start To October 2019

We require a Front of House Assistant & General Assistant / Housekeeper couple to join our friendly team at the New Inn on Tresco.

Front of House Assistant:

Candidates will be expected to undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience. It will be essential to build a good rapport with all guests and resolve any complaints/issues quickly, maintaining a high quality of customer service.

Candidates must be organised and able to quickly become part of a very efficient team, using skills and experience to cope with multi-tasking in a high pressure environment.

Candidates will be responsible for accurate and efficient guest billing processes.

We would ask that candidates possess / are capable of the following:

- A friendly and welcoming approach
- High standards of dress and presentation
- The ability to remain calm during difficult situations or in a very busy environment
- The ability to work unsupervised
- Excellent interpersonal skills
- Good team working skills

General Assistant:

It is essential that candidates are capable of excellent customer service, which is essential to every aspect of the GA role, whether in reception, housekeeping or other general duties.

Candidates must be organised and able to adapt quickly to become part of an efficient team, capable of coping with multi-tasking in a high-pressure environment.

The successful applicant will be responsible for making a great first impression when welcoming guests and helping with their needs. Daily duties will include handling

telephone enquiries, assisting with accommodation / travel bookings in a polite and friendly manner, and reporting any maintenance issues to ensure guest comfort.

Candidates must be capable of ensuring that every guest feels valued. An energetic, positive attitude is essential, as well as a keenness to learn new skills and the ability to adapt work routines to suit the needs of guests.

Experience of knowledge of cleaning and sanitising rooms would be advantageous with regards to the housekeeping element of the role.

About Tresco Estate

Tresco Estate is a family-run business on the Isles of Scilly, 28 miles from the Cornish coast, comprising Tresco Island, and Hell Bay Hotel on the neighbouring island of Bryher. Tresco Island comprises timeshare and rental cottages, two restaurants, an inn, a world famous garden, gallery, leisure spa, shop and a working farm. Hell Bay Hotel on Bryher is an award-winning boutique hotel with 25 suites, a 3 AA Rosette restaurant, Crab Shack, therapy shed, yoga studio and outdoor pool.

Working & Living Here

We offer excellent rates of pay, provide all staff with accommodation and pay for your travel from Penzance at the beginning and end of your contract period. All of our staff are paid at National Living Wage or above, and many positions offer gratuities and the option of paid overtime. We know a good team member when we see them, and there are regular opportunities for progression within our business.

Tresco and Bryher have small and welcoming communities and share a small school, located on Tresco.

Besides getting to work on a beautiful island with the beach on your doorstep, you'll also receive extensive benefits. These include 20% discount in our shop and restaurants, complimentary boat tickets and free use of camping equipment and kayaks to explore the islands, and preferential rates in our holiday accommodation so friends and family can come and visit.

To Apply

Please submit your CV and a covering letter to personnel@tresco.co.uk or Personnel, Tresco Estate, Tresco, Isles of Scilly, TR24 0QQ.