

### General Assistants

<b>Department</b>	Hell Bay Hotel
<b>Reporting To</b>	Manager
<b>Salary/Hourly Rate</b>	£8.25ph
<b>Hours</b>	Full time
<b>Contract Length</b>	Mid-June To Mid-September 2019

**We require a couple or two friends to join our team as General Assistants at our award-winning Hell Bay Hotel on the beautiful island of Bryher, Isles of Scilly.**

**Duties will include housekeeping, reception or other roles within the hotel.**

#### **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](mailto:personnel@tresco.co.uk) or Personnel, Tresco Estate, Tresco, Isles of Scilly, TR24 0QQ.