



## **Guest Relations Executive**

### **Job Description**

<b>Reporting to:</b>	Wedding & Guest Experience Manager
<b>Hours:</b>	Flexible hours required – weekend and evening availability
<b>Location:</b>	Luttrellstown Castle
<b>Working with:</b>	CEO Finance Director F & B Management Director of Golf Events Team

### **Our Ideal Guest Relations Executive:**

- Above all; a genuine, welcoming, friendly demeanour
- Passion for excellence and innovation
- Understands the importance of clear communication interdepartmentally, working together to create a seamless experience
- Strong attention to detail in all respects – pre-empting guest needs, reporting Castle cleanliness/maintenance needs, administration and grooming
- Ability to plan and prioritize in advance as well as throughout events
- Ability to maintain calm, confident demeanour under pressure
- Availability to work flexible shifts, including weekends and Bank Holidays
- Strong command of the English Language
- Full clean European driving license is required

### **Key Responsibilities:**

Your main areas of responsibility will include but are not confined to:

- Welcome all guests and visitors in accordance with resort standards
- Administration including checking guests in/out, inputting rooming lists, taking and posting payments via Jonas PMS, pre and post stay emails and arranging guest excursions
- To ensure complete guest satisfaction through the prompt handling of guest queries in a friendly and efficient manner
- Cross checking all bedroom and public area standards and cleanliness prior to guest arrival
- Maintenance reporting and follow up
- Coordinate event suppliers on set up and removal of items
- Liaise and maintain relationships interdepartmentally working together to ensure our events run seamlessly
- Familiarizing yourself with each detail of every event, both in advance for planning and on the day
- Working creatively alongside our team to consistently go above and beyond to improve our offering
- Assist with responding to resort reviews

- Graciously receiving all feedback in an empathic manner, communicating with management and encouraging guests to share positive feedback online
- Completing End of Day report
- Any other duties relevant to your skills that may be assigned to you by the Company
- Adherence to Health & Safety Procedures and other Company Policies and Procedures

**Requirements:**

- Minimum of one year's experience in front office or other relevant area is required
- Must be an efficient multi-tasker, highly organised, and detail-oriented
- Excellent communication and organisational skills; reading, writing, and oral proficiency in the English language
- Proficient in Word, Excel and PowerPoint
- Excellent organisational skills
- Customer-service orientation
- A team player

**General:**

You are expected to carry out your duties diligently and professionally with a friendly, outgoing attitude. You must work together with other members of the management team to ensure that we operate a high standard of professional service and provide an enjoyable environment for members, customers and employees alike. Excellent grooming standards are expected.

Luttrellstown provides staff with full remote working facilities to enable a seamless transition between working in the office and from home. For working from home, this includes the provision of an office chair, laptop, flatscreen and docking station with a mouse & keyboard.

**Why join our team:**

**Award-Winning Excellence:** Join a team that doesn't just meet expectations - we exceed them. With our prestigious title of Europe's Leading Luxury Wedding Resort for two years running, you'll be part of a legacy of excellence that sets the standard for opulence and service.

**Every Day is a Celebration:** At our castle, every moment is infused with magic. From hosting lavish weddings to catering to the needs of esteemed guests from around the world, you'll be at the heart of creating unforgettable experiences.

**A Culture of Excellence and Teamwork:** Join a team of dedicated professionals who share your passion for delivering excellence. Here, collaboration and camaraderie flourish, creating a work environment where every individual is valued and celebrated for their unique contributions.

**Benefits:**

- Competitive Salary
- Employee Recognition Awards
- Learning and Development
- Team Appreciation Events throughout the year
- Employee Discounts which include our prestigious restaurant Rugged Lane
- Complimentary Car Parking
- Meals ordered from our Spike Bar menu (whilst on duty)
- Uniform provided & laundered
- Beautiful Surroundings
- Complimentary Golf
- Flexible Working Arrangements
- Entry Level Annual Leave is 22 days plus 1 birthday each year
- Loyalty days apply with length of service

**Contact:**

Please send CV and Cover Letter to:

Shauna Lynch

**Wedding & Guest Experience Manager**

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Luttrellstown Castle Resort does not need the assistance of Recruitment Agencies at this time.