



Guest Experience Executive

Job Description

Reporting to: Wedding & Guest Experience Manager

Hours: Full time, weekend and evening hours required

The Role:

As Guest Experience Executive, you will be at the heart of each celebration. You will be a calm, confident presence for guests while supporting the day-to-day details that ensure each event runs smoothly.

You will combine warmth and professionalism with organisation and attention to detail, helping to create moments our guests will remember for years to come.

This role offers progression within our teams for those who demonstrate initiative, leadership and a passion for hospitality.

- Welcome and assist all guests in line with resort standards, including luggage assistance
- Manage reservations, arrivals, departures and event billing using Guestline PMS
- Prepare thoroughly for each event, understanding all details in advance
- Liaise closely with all departments to ensure seamless delivery
- Coordinate suppliers during event setup and breakdown
- Oversee bedroom and public area standards prior to guest arrival
- Handle guest queries with warmth, efficiency and professionalism
- Manage maintenance reporting and lost property
- Encourage and respond to guest feedback
- Support continuous improvement of the guest experience

Our Ideal Guest Experience Executive:

- Naturally warm, welcoming and confident with guests
- Highly organised with strong attention to detail
- Calm and composed during high-profile, fast-paced events
- Ability to plan ahead while adapting smoothly on the day
- Comfortable in a hands-on role, including guest luggage assistance
- Previous Front of House experience is advantageous but not essential
- Excellent spoken and written English
- Flexibility to work evenings, weekends and Bank Holidays
- Full clean Irish driving licence
- Applicants must have the legal right to work without restrictions, in Ireland at the time of application

Why Choose Us?

As Europe's Leading Luxury Wedding Resort 2023, 2024 and 2025, we are proud to set the standard for exceptional private celebrations.

Our exclusive hire venue welcomes guests from around the world for once-in-a-lifetime occasions. Every detail matters, and every team member plays a role in delivering unforgettable experiences.

This is an opportunity to build a career within a luxury environment where standards are high, teamwork is strong, and excellence is recognised.

What We Offer

- Competitive salary plus service charge
- Annual leave with additional loyalty days
- Learning & development opportunities
- Recognition awards celebrating outstanding guest service
- Team appreciation events
- Meals on duty and exclusive employee discounts
- Complimentary parking
- Bike-to-work scheme
- Uniform provided and professionally laundered

If you wish to apply for this role please forward your application along with a copy of your CV to meglington@luttrellstown.ie.