**The Stratford Hotel – Guest Relations Agent**

Our mission is to create an east London destination with a unique social spirit.

The Stratford Hotel at Manhattan Loft Gardens, known as “London Sexiest Skyscraper”, set across the first six floors, is a 145-room design hotel.

Manhattan Loft Gardens (MLG) is Europe’s most ambitious 42-storey, double-cantilevered skyscraper featuring 248 Loft apartments, a 145-bedroom hotel, three exclusive sky gardens, a breath-taking lobby bar and brasserie, a 7th level destination restaurant, mezzanine club, 24-hour gym and 4 event rooms.

MLG was created by Harry Handelsman, the pioneering developer who first brought loft living to London over 25 years ago. Then came his epic restoration of St Pancras Hotel, which led to the regeneration of King’s Cross and the invigoration of Marylebone with the go-to party destination; the famous Chiltern Firehouse. He has changed London.

Everything we do is inspired by a vision of social potency –embracing spontaneous interactions and collaboration to encourage a dynamic vertical community.

**What you’ll do…**

* Greet guests in a professional manner and engage with guests both in the reception areas and in the lobby.
* Ensure that the guest experience from entry to the hotel, through to departure is delivered according to departmental standards operating procedures and the guests’ expectations.
* Attend to all guest enquiries and requests promptly, whilst maintaining a high level of personal service.
* Communicate any special requirements of individual guests to other departments.
* Liaise with the Guest Relations Manager or Duty Manager on any guest complaints or enquiries in a timely manner.
* Ensure every guest is provided with rooming procedure according to company standards.
* Liaise with concierge team to ensure luggage and car valet procedures are followed smoothly to deliver a unique guests’ experience.
* Maintain all front of house areas, including cloakrooms and hotel lobby clean, neat and tidy at all times in accordance with company standards.
* Be fully aware of the cash handling and credit procedures and report any discrepancies to the Duty Manager.
* Assist with the training of new Guest Relations staff when required.
* Provide an efficient and professional service at all times and deal with guest enquiries either by telephone, letter or verbally.
* Have a working knowledge of all Front of House related equipment and systems, including Opera.
* Work to a rota set by your head of department, which is in accordance to the demands of the business.
* Understand and be aware of your Departmental Standard Operating Procedures and adhere to these at all times.

**What we are looking for…**

* College Degree in Business, Hospitality, or Related field preferred but not mandatory
* Previous experience in the hospitality industry, preferably in an upscale luxury or lifestyle brand hotel
* Knowledge of Opera PMS system preferred but not mandatory.
* Possess a gracious, friendly and fun demeanour
* Strong written and verbal communication skills in English
* Ability to work independently and to partner with others to promote an environment of teamwork
* Genuine enthusiasm for hotels and our industry

**What’s in it for you…**

* Take care of your physical & mental wellbeing through gym discounts and wellness classes
* Treat yourself with lots of retail & hospitality perks through our partners
* Freshly cook food during your shift
* Excellent discounts in stays and across all our F&B outlets
* Training to get you settled into your role, learning academies to broaden your skillset and development that helps you think, make and thrive at work
* Opportunity to join and participate in our unique GROW academy