**The Stratford Hotel – Night Duty Manager**

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…**

* To ensure that the guest experience from entry to the hotel through to departure is delivered according to Departmental Standard Operating Procedures and guests’ expectation.
* To act as the hotel ambassador whilst responding to guests’ complaints in an efficient manner according to hotel standards.
* To have a management presence at the reception desk, in order to meet and greet guests’ and ensure that rooming procedure is offered in accordance with company standards.
* To attend to all guest enquiries, requests and complaints promptly ensuring a high level of personal service whilst communicating any special requirements of individual guests to other departments.
* To liaise with the Guest Relations Manager and Front of House Manager on any guest complaints or operational challenges.
* To ensure that you are fully aware of the overall activities and operations throughout the department.
* To ensure the shift is well organized and that the team is allocated duties and that they are completed at the end of the shift.
* To motivate and encourage the team to achieve the highest standards of service
* To have a working knowledge of all Front of House related systems and equipment including Opera.
* To ensure duty manager safe handover procedures are adhered to at all times and liaise with the Front of House Manager in case of any noticeable discrepancies.
* To check that all postings, bills, accounts, cash and credit transactions, floats, adjustments, allowances, balancing and hand-over procedures are implemented proficiently.
* To ensure the continual safekeeping of all cash/security/keys and that regular end of shift banking is made in compliance with company policies and security arrangements.
* To ensure that all public areas are kept neat and tidy including luggage storage and outside areas.

**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…**

* 28 days holiday (including bank holidays) increasing 1 day per completed year up to 33 days
* 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