



GOODWOOD

The Role

The **Host** will be part of the Front Desk Department at the Hotel and will report to the Front Desk Manager.

About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the **“world's leading luxury experience.”**

Our Values

The Real Thing

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

Sheer Love of Life

We want to make everyone feel special by loving what we do.

Purpose of the role

To ensure that all guests receive a warm, memorable and personalised welcome to Goodwood, setting the scene for their stay.

Key responsibilities

- Ensure that guest needs are anticipated where possible
- Ensure that all comments, queries and complaints are handled effectively and consistently followed up
- Be familiar with and promote facilities and attractions at the hotel and the wider Estate
- As and when required, support the switchboard operator
- Ensure that guest bills are accurate and be responsible for floats whilst on duty
- Ensure that regular and VIP guests are known and cared for accordingly and that this information is communicated to the rest of the hotel team
- To complete administrative tasks as and when required and within set deadlines

Qualities you will possess

- Passion for what you do
- Positive and friendly with a “can do attitude”
- Attention to detail
- Ability to prioritise and organise
- Proactive
- Take responsibility for yourself
- Confident to make decisions and to stand by them
- Good negotiation and influencing skills
- Excellent communicator
- A sense of fun!
- Punctual
- Flexible

What do you need to be successful?

- You need to be a people person with excellent customer service skills
- A good standard of education is required along with fluency in spoken and written English
- Experience of working in a customer facing role, ideally within the leisure or hospitality industry
- Experience in Using Protel or similar hotel management system is desirable
- Experience of using Microsoft Office

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

| BEHAVIOUR | LEVEL |
|---|--------------|
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |