

**Guest Services Person
(Part Time)**

Star of the Sea, Retreat Centre, Mullaghmore wishes to recruit a part time Guest Services Person

Successful candidate will work in the Centre

This post is open to suitably qualified candidates

For further details of the position, including job descriptions, person specification, details of employment, application procedure etc., please contact:

The Director

**Star of the Sea Retreat Centre,
Mullaghmore**

Co. Sligo

Phone: 071 9176722 or 087 1825533

Email: staroftheseacentre@gmail.com

or

log on to: <http://www.staroftheseacentre.com>

Closing date for applications: 6th April 2018

Application Procedure

Interested persons are asked to forward via email, post or hand:

- i. A detailed CV tailored to the position and including telephone & email contact details.
- ii. The names, addresses and contact telephone numbers of two (2) referees.
- iii. A short note to the assessment panel communicating why you think you are suited to this post.

Please forward the above to:
The Director
Star of the Sea Retreat Centre,
Mullaghmore
Co. Sligo
Phone: 071 9176722 or 087 1825533
Email: staroftheseacentre@gmail.com

Applications should arrive on or before 6th April 2018

CUSTOMER SERVICES PERSON
Fixed-term part-time post

STAR OF THE SEA RETREAT CENTRE
Mullaghmore, Co. Sligo

OUTLINE EMPLOYMENT INFORMATION

Position	Customer Service Person
Employer	The Director, Star of the Sea Retreat Centre, Mullaghmore, Co. Sligo
Fixed Term	23rd April 2018 - 22nd April 2019
Flexibility	The success of this role is very dependent on a highly motivated person, the person must be responsive and flexible,
Job Description	See appendix 1 below
Person Specification	See appendix 1 below
Salary	Salary for this part time position is €11.00 gross per hour
Work Base	Star of the Sea Retreat Centre, Mullaghmore, Co. Sligo
Annual Leave leave	Entitlement to holidays with pay will be governed by the conditions set out in the Organisation of Working Time Act, 1997. Total Annual entitlement is 8% of hours worked.
Probation	A probation period of six months will apply
Confidentiality	Confidentiality is a key requirement for the position
Other	A written job offer containing full terms and conditions of employment will be provided to successful candidate.

Appendix 1

JOB DESCRIPTION

GUEST SERVICES PERSON

Overview:

This is a multi skilled position working across all departments, as part of a self managed team, ensuring a professional friendly and courteous service to all.

Key responsibilities:

To ensure the highest possible standard of hygiene, cleanliness and good order of the:

Dining Room, Breakfast Room, Coffee Dock, Bedrooms, Linen Room, TV Lounge, Oratory, Counselling, Room, Chapel, Office, Toilets & all Public Areas.

To serve all meals and snacks in an efficient and courteous manner.

To service all Bedrooms

Answer telephone in a polite & helpful manner

Assist, if required, in check-in and check-out of Guests

Comply with all Hygiene, Health, Safety & Environmental regulations & procedures.

Assist where ever required in the smooth running of the Centre

Ensure Guest satisfaction in all areas and at all times

Person Specification:

Must be pro-active, courteous, enthusiastic and focused on providing a consistently high standard of customer service

Ability to multitask

Show meticulous attention to detail

Flexible regarding hours

Excellent self-presentation

Ideally should have previous experience

Good standard of education

Computer experience would be an advantage