

RECEPTIONIST

We want to find enthusiastic individuals with a genuine passion to deliver great hospitality and service.

Our 5 Star award winning Hotel has established itself as one of the leading luxury hotels and restaurants in Wales set in the stunning Pembrokeshire countryside overlooking the Preseli Hills. The Hotel won AA Hotel of the Year Wales 2019. The Fernery restaurant has 4 AA Rosettes and is under the leadership of the hugely talented Executive Chef Douglas Balish.

The Hotel Manager, Karen, is now looking for a passionate and dedicated Receptionist to join the team.

What we offer:

- Package up to £24,000 including Gratuities and Pension.
- Gratuities are shared evenly through a Tronc system and currently amounts to 2k per annum per employee.
- 4 day working week.
- All extra days worked paid.
- Employee long service holiday benefit.
- Individual training and development plan for all staff.
- Eligible to be part of the profit share scheme to be introduced in 2022.
- Pension provided through NEST.
- Meals whilst on duty.
- Generous 30% staff discount off food and beverage at Grove of Narberth and its sister businesses Coast Saundersfoot and Beach House Oxwich.
- £75 staff rate and £190 Friends and Family room rate at the Grove of Narberth.
- Preferred rates at Pride of Britain Hotels and Welsh Rarebit collection.
- Employee Assistance Programme provided by Hospitality Action.
- Excellent work environment in the Narberth Hills in the heart of Pembrokeshire with its world famous coastal National Park all around us.
- Annual staff rewards scheme.

The candidate will ideally have the following attributes:

- Reception experience in the hospitality industry.
- Genuine and sincere nature with a real passion for customer service.
- First class interpersonal skills.
- Excellent technical and numeracy skills to operate a comprehensive Hotel Management System.
- A resilient nature with an ability to work under pressure.
- Ability to resolve guest issues effectively.
- Immaculate presentation and a friendly yet professional personality.
- Outstanding written and spoken English.

The successful candidate will be joining an exciting business with a strong family philosophy and a highly experienced award-winning team driving for the highest standards of food and service. Together we work hard to achieve excellence in a supportive and fun working environment.

Interested?

If you are interested in this role then please forward Covering Letter and CV to Oliver our Group HR Manager at oliver@serencollection.co.uk.

We look forward to hearing from you!