



Position: General Assistant	Department: General
Line Manager: Operations Manager	Direct Reports: Yes
Working Hours: 40 per week	Working Days: 5 Days Over 7 Including Weekends
Salary: £12.00 per hour + tips	

We are on the search for an enthusiastic, passionate, and dynamic individual to join us at Sonas Hotel Collection as **General Assistant** at **Knipoch House Hotel**.

About the role:

At Sonas Hotel Collection, our mission is to deliver great highland hospitality to our guests, colleagues and neighbours. The word Sonas is Gaelic for Happiness, and happiness is our aim.

As the General Assistant, you will work closely with the wider hotel team ensuring we deliver a guest experience of the highest calibre. You are responsible for the day-to-day guest satisfaction and support.

A snapshot of your key responsibilities:

- Delivery of exceptional service to all guests of the business,
- Answering questions / queries from all guests of the business.
- Sharing local knowledge and information with all guests of the business.
- Ensuring guest satisfaction in all areas of the business, and resolution / escalation of any guest concerns or complaints.
- Working across various departments to ensure business needs are met.

Key requirements for this role:

- Previous experience in a similar role.
- A passion for hospitality and a drive to grow and develop yourself and those around you.
- Fantastic communication skills.

What's In It For You?

- Additional holiday allowance for your birthday.
- 50% food discount in all our restaurants.
- Staff rates across all our hotels.
- Access to Health Assured which hosts a wealth of informational tools and support across many areas including:
 - Financial Wellbeing
 - Mental Health
 - Exercise
 - Heathy Eating
- Ongoing personal development with access to internal and external training programmes.
- Free Gym Membership at Local Gyms.



- Paid breaks.