



Position: Duty Manager	Department: Admin & General
Line Manager: Operations Manager	Direct Reports: Yes
Working Hours: 40 per week	Working Days: 5 Days Over 7 Including Weekends
Salary: £30,200.00 per annum + tips	

We are on the search for an enthusiastic, passionate, and dynamic individual to join us at Sonas Hotel Collection Duty Manager at **Duisdale House Hotel**.

About the role:

We have an exciting opportunity for a Duty Manager at The Sonas Hotel Collection. The ideal Duty Manager will be driven and motivated to provide a unique experience to our guests, have the ability to lead the shift and to always exceed required standards, be approachable and have a can-do attitude.

This is a fantastic opportunity for an existing Duty Manager to take the next step in their career. The Duty Manager will be working various shift patterns in order to get familiar with our hotel's offerings and report to senior management. Experience in a similar role is essential.

Staff Accommodation is available for this role.

If this position is of interest to you and you hold all relevant skills and experience then please send across your CV today.

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 adherence to all current legislation including but not limited to Health & Safety and Food Safety.
- Ensuring guest satisfaction in all areas of the business, and resolution / escalation of any guest concerns or complaints.
- Processing of payments in a timely and efficient manner.
- Promote a positive people culture through effective communication.
- Management of colleagues and their daily duties.

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.