



## **CAREERS AT THE WESTPORT HOTEL GROUP**

**Join us if you like working within a friendly and productive team. We offer flexible and short working hours to help facilitate work/life balance, and family arrangements.**

**In return we offer our team:**

- **Competitive Salary**
- **Excellent career progression opportunities within the Westport Hotel Group**
- **In-house training provided by qualified professionals**
- **Employee Assistance Programme and Wellbeing Supports**
- **Free leisure centre membership**
- **Staff and family discounts**
- **Employee Recognition Awards**
- **Free meals on duty**
- **Bike to Work Scheme**

**Marketing & Digital Content Executive** We are currently looking to recruit a creative and enthusiastic marketing and digital content executive to add to our vibrant marketing team. Digital marketing experience is preferable with a keen interest in social media and new and emerging technologies. This is a very rewarding role and will give the candidate great exposure to the sales and marketing function in a large hotel group.

**Duties include:**

- Management of group & individual business across the 3 hotels.
- General Assistance with overall marketing strategy - i.e. website, SEO, social media, advertising, PR distribution, e-zine creation.
- To carry out the administrative activity and ad hoc projects as they arise.
- Digital marketing & social media creator to elevate the brand across the group.
- Event Management.

**Desired skills & experience**

- Experience or relevant 3rd level qualification in / Marketing/ Hospitality/Tourism/ Digital Marketing preferred.
- Previous experience in hotels, hospitality, tourism, sales and marketing would all be a distinct advantage.
- Experience of Front Office Systems & channel manager systems would be a distinct advantage.
- Experience in content creation & social media.
- Experience in Event Management.

**Reservations Agents** – The 4\* Westport Plaza and Castlecourt Hotel Resort are recruiting for full time Reservations Agent to join our innovative and standards driven team at the Westport Hotel Group. This is an excellent opportunity for a hospitality professional to work within the reservations team of a very busy 4\* Hotel Group. This role requires experience in a similar role

**Requirements include:**

- To handle reservations, amendments, cancellations, brochure requests and general enquires to the hotel standard at all times
- To communicate hotel services to guests
- To carry out the hotel customer care procedures at all times
- To ensure message handling is carried out to the standard required at all times
- To operate the telephone in an efficient, friendly manner, to the standard of procedures at all times
- The up-keep and implementation of standards with the department in accordance with quality system agreed at all times
- To assist in the smooth flow of communication within the department and throughout other departments at all times
- To communicate the local knowledge of both the town and hotel history and to communicate local and hotel amenities
- To exhibit a good knowledge of room service, breakfast and menu items to customers.

## Head Chef

The 4\* Westport Hotel Group are currently recruiting for the position of Head Chef to control and manage the day to day running of the Westport Coast Hotel Kitchen, ensuring that the preparation and presentation of food complies with the required standards, and costs are controlled within budget whilst maximising the customer experience through the production of interesting and creative menus.

### **Duties and Responsibilities include:**

- To prepare all dishes for service in the restaurant in liaison with the Chefs.
- To ensure that statutory regulations pertaining to the safety and hygienic operations of the kitchen and ancillary areas are adhered to by all members of staff and visitors.  
Become a HACCP team leader and monitor the system.
- To ensure that foodstuffs are used correctly so that wastage is kept to a minimum and staff are trained effectively.
- Ensure that the correct stocks are on hand at the right quality and quantity.
- To ensure that all menus are developed to take advantage of seasonal availability and diverse customer base -  
to include international cuisine and special dietary requirements.
- To ensure that all menus are calculated correctly to obtain maximum gross profit.
- Financial control of the labour costs, controlling overtime costs and invoice reconciliation against delivery notes and purchase orders.
- To communicate with the stock controller to ensure that the correct stocks are kept.
- To hold daily meetings with the Kitchen Team to ensure the smooth running of the Kitchen.
- To take part in the training and development of the Kitchen Team to achieve a high quality of product & presentation.
- To work closely with the Stock Co-ordinator to ensure the smooth running of receiving goods for the kitchen area.
- To assist in any of the kitchens, this may require assistance within or outside normal.
- To report and where possible take action about customers complaints and compliments.

## Sous Chef

The 4\* family owned Westport Hotel Group is currently recruiting for the role of full time Sous Chef. The Successful candidate will assist the Head Chef in the smooth running of the kitchen. This is an excellent opportunity for the relevant candidate to expand and progress their career in a busy 4\* setting.

### The successful candidate must meet the following criteria:

- Have a professional culinary arts or equivalent qualification.
- Excellent working knowledge of Food Hygiene/HACCP.
- Previous experience in a similar role.
- Fluency in both written and spoken English.

### Requirements:

- Have a passion for food and food production.
- Be innovative and creative with menus.
- Excellent communication, organizational & planning skills.
- Be Flexible & Adaptable.

## Pastry Chef-

### The successful candidate must meet the following criteria:

- Have a professional culinary arts or equivalent qualification.
- Excellent working knowledge of Food Hygiene/HACCP.
- Previous experience in a similar role.
- Fluency in both written and spoken English.

### Requirements:

- Have a passion for food and food production.
- Be innovative and creative with menus.
- Excellent communication skills.
- Good organizational & planning skills.
- Have experience in handling pressurised situations and busy kitchens.
- Be Flexible & Adaptable.

## **Restaurant Manager**

The Restaurant Manager will oversee the operations in the restaurant ensuring an excellent guest experience with genuine friendly service is delivered every time. The ideal candidate will have exceptional customer service and team leadership skills to successfully run the team.

### **Key Skills and Attributes**

- Ensure smooth running of the restaurant.
- Ability to work well under pressure
- Oversee the activities of all restaurant staff to ensure delivery of service excellence.
- Preparation of weekly rotas
- Have excellent attention to detail
- Ensure that all Food and Beverage products are served efficiently and in accordance with the company standard of presentation
- Positive attitude and excellent communication skills
- Excellent time management skills
- To promote good team relations in the department ensuring fairness and consistency in all dealing with team members
- Experience in a similar role

## **Receptionist**

### **Key Duties and Responsibilities:**

- Greet and welcome our guests to the Hotel.
- Register the guests and take payment.
- Answer any queries the guest may have on in house facilities and tourist information.
- Take responsibility for the security of the keys.
- Update all guest information in the computer.
- Take and confirm reservations to our guests.

### **Requirements:**

- Excellent customer care skills.
- Be able to work on your own initiative.
- Excellent communication skills.
- Be able to cope well under pressure.

### **Experience:**

- Previous Hotel Front Desk experience is desired for this role.
- Strong communication skills both verbal and written are essential.
- Experience with Hotsoft is desirable and a distinct advantage.

## Food & Beverage service staff

### Responsibilities include:

- Take food and beverage orders
- Serve food dishes according to the menu of the day and the direction of the Manager
- Retrieve and serve alcoholic/non-alcoholic beverages to guest tables according to hotel specifications courteously and efficiently
- Collect payments and assist in the maintenance of the dining area and equipment to the highest standards

The ideal candidate will be proactive with guest needs, have excellent customer service and engagement skills and be flexible in terms of working hours.

**Pizza Chef** - We are looking for a Pizza Chef to join our innovative team. You will be required to produce high quality pizzas that meet our customer expectations.

**Spa Receptionist** – The ideal candidate will have excellent communication and customer care skills. Previous receptionist experience is desired for this role.

**Spa Attendant** - To ensure the changing rooms and all areas of the spa are always kept clean and tidy to the highest possible standards. You should have a warm, friendly attitude to greet and assist all customers in the spa.

**Spa Therapist (Full Time/ Part Time)** - The ideal candidate will be committed, friendly and customer orientated. ITEC, CIBTAC, CIDESCO qualifications are essential and previous experience in both massage and beauty is required.

**AYURVEDIC Therapist** - We are looking for a qualified Ayurvedic Therapist to join our professional and dedicated team. The qualification we are looking for is Ayurvedic Panchakarma with the benefit of any other holistic treatments.

**Part time weekend wedding / Function Staff** - We are recruiting for wedding function staff. Full training will be provided.

**Day Porter** - The Day Porter will work closely with the Front Desk Staff in providing guest assistance with luggage and any other needs. Flexible hours available.

**Kitchen Porter ( flexible hours )** - Be enthusiastic and hard-working. You will help us deliver the highest health standards and ultimately serve the guests better and quicker.

**Accommodation Assistant** – Flexible daytime hours. The Accommodation Assistant position will enjoy working within a friendly & productive team with excellent attention to detail.