



**VACANCY**  
***NIGHT MANAGER***  
***(PERMANENT)***

Sandy Lane, an AAA Five (5) Diamond, Forbes Five Star exclusive resort, and member of the Leading Hotels of the World is looking to recruit a **Night Manager** for our Front of House Team.

**The Role**

The Night Manager will report to Front of House Manager and is responsible for monitoring all hotel activity and ensuring the consistent delivery of a high standard of guest service and operational efficiency. The Night Manager is also responsible for the comfort and safety of all guests resolving issues and concerns as necessary.

**Key Responsibilities:**

- Leads, motivates, and directs all Front of House champions in the execution of their duties to maximize operational efficiency.
- Effectively monitor and review all department standards, as detailed in each departmental Game Plans to maximize efficiency.
- Ensures that an effective structure of communication is maintained at all times to champions and that they are fully informed of all relevant information pertaining to their role and the hotel in general.
- Ensures that all guest comments, including complaints, are dealt with in an effective and timely manner in order to facilitate good guest relations and optimize guest satisfaction.
- Ensures that all control procedures pertaining to the processing of revenue are adhered to at all times and any discrepancies are reported to the Financial Controller immediately.
- Works in a safe manner at all times, to ensure personal safety and the safety of colleagues and guests.

**Our ideal candidate must possess:**

- A University Degree in Hotel or Tourism Management or Business Management
- A minimum of 3 years of experience in a managerial position, preferably in a hotel environment
- Excellent customer service, interpersonal, organizational, and time management skills along with the ability to prioritize.
- An outgoing personality that is warm and friendly.
- Excellent communication skills with both internal and external guests.
- Ability to anticipate guest needs and be flexible in changing goals and direction quickly.
- Ability to remain calm, objective, and courteous under pressure and in stressful situations.
- A passion for delivering exceptional levels of guest service.
- Experience in training others.
- Effective decision-making skills and the ability to multitask.
- Full competency in the use of Fidelio PMS, Shift4, and the Windows 2010 applications.

This position requires a high level of accountability. The successful candidate must be a team player, in the good physical condition, and be able to perform extensive walking, bending, and stretching.

To apply email your résumé to [recruitment@sandylane.com](mailto:recruitment@sandylane.com) on or before **June 20, 2022**.