



CROMLIX

Front of House Assistant

Location:	Front of House
Reports to:	Reception Manager
Terms:	Hourly Paid (16 hours per week)

About Us

Nestled in the scenic Scottish Countryside just three miles from Dunblane, Cromlix is a romantic Victorian country estate encompassing 34 acres of woodland and landscaped garden.

Over the years, we've nurtured a team of engaging hospitality experts, who take pride in creating meaningful experiences for our guests. From all walks of life, we come together and combine our collective flair for hospitality to create relaxing, carefree escapes.

Owned by Kim and Andy Murray, Cromlix reopened in March 2023 after an extensive refurbishment – just the first of many planned updates to the estate. The aspiration is to breathe new life into this historic mansion, with an exquisite, contemporary aesthetic and refreshingly relaxed vibe.

We Behave with Spirit

We embrace individuality and are entirely ourselves, finding ways to create meaningful, personal heartfelt experiences

Our Communication Style Is Always Engaged

We draw people in with our positive energy and love of what we do. Our enthusiasm and curiosity spark the imagination

Our Environment is Inspired by Nature

Inspired by the inherent beauty of nature, we're always searching for ways to complement our surroundings and bring outside, in.





About the Role

Become an integral part of a luxurious 5-star hotel experience, where you will contribute to creating unforgettable memories for our guests.

Responsibilities:

- Provide a warm and professional welcome to guests, creating a memorable first impression on arrival.
- Coordinate efficient guest check-ins and check-outs, ensuring reservation details and billing are accurate.
- Assist guests on arrival with valet parking, luggage handling, and delivery to guest rooms.
- Escort guests to their rooms, offering a friendly orientation and support as required.
- Deliver personalised, concierge-style service, assisting with reservations, activities, transport, and local recommendations.
- Provide driving and transfer services for guests where required.
- Respond to guest enquiries via phone, email, and in person in a prompt and professional manner.
- Maintain excellent knowledge of hotel rooms, facilities, dining options, spa services, and local attractions.
- Manage and communicate guest preferences and special requests to relevant departments.
- Work closely with housekeeping, kitchen, and other departments to ensure seamless guest experiences.
- Ensure luggage and belongings are correctly tagged, handled, and delivered to the appropriate rooms.
- Stock guest bedrooms with arrival amenities to ensure rooms are fully prepared for new arrivals.
- Maintain the presentation, cleanliness, and organisation of the reception, lobby, lounges, and other public areas to the highest standard.
- Support room service delivery, guest requests, and general errands as required.
- Assist with deliveries, stock handling, and safe storage of equipment.
- Support the set-up and maintenance of public spaces, including outdoor areas and guest facilities.
- Help maintain a safe environment, including placing appropriate signage (e.g. wet floor notices), and conducting fire walks when necessary.
- Anticipate guest needs and provide thoughtful, proactive service throughout their stay.
- Handle guest concerns or requests calmly and professionally, ensuring a positive resolution.
- Carry out any reasonable tasks as requested by your superiors.



Health & Safety

- To be aware of and comply with Legal, Government and Company Policies relating to Fire, Hygiene, Health & Safety.
- Responsible for supporting and advising on Health and Safety aspects within the department.

Key Skills

- A passion for customer service with your own unique flare with strong problem resolution skills
- Confidence in handling customer complaints to ensure satisfaction levels are restored in the event something doesn't go to plan; displaying empathy and a professional approach at all times
- Strong communication skills through a variety of means
- Flexible and adaptable, with the ability to stay calm under pressure, adapting your approach to complete routine and non-routine tasks. Proactive and organised.
- High standards of cleanliness
- Good numeracy and literacy skills
- The ability to work on your own and as part of a team

General Responsibilities

We ask all team members to promote equality and diversity as part of the culture of the organisation, working in a non-discriminatory way at all times. We ask you to act in a professional manner, adhering to the company's confidentiality and data protection requirements, and in a way that promotes the company's high quality reputation and integrity. We also ask you to adhere to all policies and procedures detailed within the employee handbook, ensure all relevant training is completed within the stipulated deadlines, and ask that you act in a safe and responsible manner, not putting yourself or others at risk, in line with current Health & Safety legislation and company practises.

The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be all responsibilities or qualifications of the job. From time to time you may also be asked to carry out any other reasonable duties that contributes towards the overall operation.

Employee's Name _____

Employee Signature _____

Date _____