



Front of House Assistant

Department	Hell Bay Hotel
Reporting To	Manager
Salary/Hourly Rate	Competitive
Hours	Full Time
Contract Length	Seasonal (February – October 2020)

We require Front of House Assistants for our award winning Hell Bay Hotel on the beautiful island of Bryher, Isles of Scilly for the 2020 season.

Duties include:

- Undertaking front of house duties, including meeting, greeting and attending to the needs of guests, consistently ensuring a superb customer service experience
- Building a good rapport with all guests and resolving any complaints/issues quickly, maintaining a high quality of customer service
- Handling any telephone enquiries travel or accommodation bookings in a polite and friendly manner
- To be responsible for accurate and efficient guest billing processes

Our ideal candidate:

- Friendly with a welcoming approach
- Able to maintain high standards of dress and presentation
- Able to remain calm during difficult situations or in a very busy, high pressure environment
- Highly organised and able to quickly become part of a very efficient team
- Trustworthy, reliable and able to work unsupervised
- A strong communicator with excellent interpersonal skill



About Tresco Estate

Tresco Estate is a family-run business on the Isles of Scilly, 28 miles from the Cornish coast, comprising Tresco Island, and Hell Bay Hotel on the neighbouring island of Bryher. Tresco Island comprises timeshare and rental cottages, two restaurants, an inn, a world famous garden, gallery, leisure spa, shop and a working farm. Hell Bay Hotel on Bryher is an award-winning boutique hotel with 25 suites, a 3 AA Rosette restaurant, Crab Shack, therapy shed, yoga studio and outdoor pool.

Working & Living Here

We offer excellent rates of pay, provide all staff with accommodation and pay for your travel from Penzance at the beginning and end of your contract period. All of our staff are paid at National Living Wage or above, and many positions offer gratuities and the option of paid overtime. We know a good team member when we see them, and there are regular opportunities for progression within our business.

Tresco and Bryher have small and welcoming communities and share a small school, located on Tresco.

Besides getting to work on a beautiful island with the beach on your doorstep, you'll also receive extensive benefits. These include 20% discount in our shop and restaurants, complimentary boat tickets and free use of camping equipment and kayaks to explore the islands, and preferential rates in our holiday accommodation so friends and family can come and visit.

To Apply

Please submit your CV and a covering letter to personnel@tresco.co.uk or Personnel, Tresco Estate, Tresco, Isles of Scilly, TR24 0QQ.