

Assistant Apartment Manager

Job Purpose;

The main purpose of the role is to support the Apartment Manager to ensure the smooth running of SACO apartments, in order to achieve sales targets and provide an outstanding level of customer service to all SACO guests.

Reporting to Apartment Manager.

KEY RESPONSIBILITIES

Operations

To support the Manager to:

- Ensure that apartments are always ready for guests to move into when required and occupancy levels are maximised
- Make sure the reservations system is updated with operational information and tasks are actioned within agreed timeframes
- Undertake routine checks of **all** apartments prior to guest arrival to ensure housekeeping and maintenance is up to standard and apartments are correctly presented inc. housekeeping standards, inventory and extras.
- Undertake routine checks to ensure inventory items are correct
- Proactively identify, report and deal with all maintenance issues and refurbishments when necessary
- Liaise with contractors and managing agents to ensure that work is carried out on time, to cost and quality standards required by SACO
- Keep guests updated in a timely fashion regarding any issues or maintenance that is required
- Maintain excellent relations with managing agents and concierge personnel where applicable to ensure our guests received the correct information and a good personal service.
- To help train and organise the housekeeping team and/or cleaning contractors to ensure cleaning is of the required standard, making recommendations for improvement when applicable.
- To oversee stocks of laundry supplies and monitor quality to ensure it is of the required standard.
- Ensure stocks of cleaning materials and welcome pack items are kept at sufficient levels without over stock piling. Liaise with Head Office to ensure ordering is completed in a systematic fashion
- Keep the office and store rooms tidy at all times
- Be fully conversant with all H & S requirements for the buildings and complete routine testing as required.
- To act as Duty Manager in the absence of the Manager both during working hours and on a 24hour call out basis as rostered at any of the agreed SACO locations.

New Set Ups

- To support the Apartment Manager to oversee the set up and continuous running of SACO properties within the specified area; ensuring that they are up and running as quickly as possible with minimal guest issues. The set-up will include liaising with agents to arrange handover of property, receipt of keys, completing inventories and property management details. Furnishings and equipment needs to meet SACO's standards and phone and broadband need to be set up and operating within an agreed timeframe. A check list needs to be completed to ensure that the apartments are ready for the first guest arrivals and are maintained to an agreed standard going forward. Ensure the reservations systems are accurate and reflect actual apartments in occupancy.
- To ensure the hand back of apartments where required is organised effectively and on time, rectifying any damage to ensure minimal cost to SACO

Sales and Reservations

- Ensure that reception team is updated on a regular basis to ensure smooth handover between shifts.
- To provide cover on the reception desk for breaks, holidays and additional support at peak times.
- Support the team to achieve sales targets for London by proactively taking reservations when required.
- Work with the Apartment Manager to train and support new and existing team members with changes in product and processes.
- Support the Business Development team to ensure leads and sales opportunities are maximised and updates, news and highlights are communicated in a timely manner
- Support the Sales teams with viewings for prospective customers

Customer Service

- Build exceptional guest relations to gain total customer satisfaction and ensure repeat business
- Manage guest issues quickly and efficiently to provide first class customer service and prevent complaints.
- Ensure guest information is maintained to a high standard and updated in a timely fashion
- Encourage guest and bookers to complete guest surveys to improve standards
- Answer all telephone calls and enquires in a polite and efficient manner in line with company standards.

Training and Development

- To participate in training sessions at site and at Head Office in order to develop personal skills and improve efficiency and service.
- To be confident in all aspects of operating the reservations systems for both operational and sales functions
- Be fully conversant with all H & S requirements for the building and complete routine testing as required.
- Manage self development to ensure product and systems knowledge is always up to date
- Provide positive and constructive input at team meetings

Skills

- Communication
- Attention for detail
- Planning & organising
- Customer Focus (ext/internal)
- Sales ability

Experience

- Previous experience in a similar role (including acting as duty manager) preferably with reservations and/or reception experience.

Location

Based at SACO Apartments in the specified area, however the successful candidate will need to travel to other SACO locations as and when required.

40hrs/week

Shifts are organised in conjunction with the Manager to ensure management cover is provided at all times. Weekend working will be required and the nature of the role will require a high degree of flexibility.