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TEAM!**

## SERVICE MANAGER

The Service Manager is responsible for managing and overseeing the daily operations of the customer service department across the group's hotels, ensuring the delivery of high-quality services and customer satisfaction. This role involves leading and guiding the service staff at each location, ensuring smooth and efficient operations, and achieving service quality and customer satisfaction goals. The Service Manager will also be required to visit and inspect the hotels within the group to ensure consistency and compliance with service standards.

### Responsibilities:

- Manage and oversee the daily operations of the service department, ensuring effective customer service delivery across all hotels in the group.
- Visit and inspect each hotel regularly to ensure adherence to service standards, policies, and procedures.
- Lead, supervise, and motivate the team of servers and service staff in each hotel to ensure high performance and service excellence.
- Train and develop staff in service procedures, customer interaction, and best practices across all locations.
- Ensure smooth functioning of service areas (bars, dining areas, etc.) at all properties.
- Monitor and analyze service quality across the group, identifying issues and implementing corrective actions as needed.
- Handle customer complaints and ensure timely and effective resolutions at all hotels.
- Ensure adherence to health and safety regulations and standards across all properties.
- Implement strategies to improve customer satisfaction and service quality across the group's hotels.
- Manage the department's budget, including supplier relationships and expense control for each hotel.
- Collaborate with other departments (kitchen, management, housekeeping) across all locations to achieve overall business objectives.

### Requirements:

- 3-5 years of experience in a supervisory or managerial role in customer service or a related field.
- Proven experience in team leadership and staff development.
- Strong knowledge of service quality standards, health, and safety regulations.
- Excellent organizational and multitasking abilities under pressure.
- Proficiency in English (additional languages are desirable).
- Strong knowledge of modern restaurant management systems and tools.
- Leadership abilities to manage teams and develop talent.
- Excellent organizational and administrative skills.
- Conflict resolution skills and ability to handle customer complaints.
- High level of professionalism and discretion.

### Benefits:

- Competitive salary package.
- Positive and dynamic work environment.
- Opportunities for training and professional development.