



Job Title	General Assistant – The Skye Inn
Responsible Brands / Territories	The Skye Inn, Portree, Isle of Skye (a wholly owned subsidiary of The Travel Corporation)
Key Responsibilities & Objectives	General Assistance throughout the Inn, ensuring the operation and control of the Inn in a safe, clean and hospitable manner, with focus on exceptional service standards and delivery of <i>Highland Hospitality</i> at its best.
Reporting to	The Skye Inn Duty Manager
Direct Reports	None
Adjacent Key Relationships	Radical Travel Group General Assistants
Overview	<p>The Skye Inn is part of The Travel Corporation, a family company which includes Morag's Lodge Loch Ness, Highland Explorer Tours and HAGGiS Adventures.</p> <p>We recruit people who are passionate and committed to both sustainable tourism and providing unparalleled customer service.</p> <p>The role is varied, hands on and the team will be expected to show initiative and be flexible.</p>
Responsibilities	<p>Customer Experience</p> <ul style="list-style-type: none">• Ensure all guests experience positive Highland Hospitality and offer consistent excellent customer service• Collaboration with all other team members to ensure seamless service <p>Cleaning & Room Servicing</p> <ul style="list-style-type: none">• Stripping and making beds• Laundry processing and dealing with linen according to SOP• Room set up• Cleaning bedrooms, bathrooms, and public areas• Environmental care <p>Meal Preparation & Table Service</p> <ul style="list-style-type: none">• Assist with meal preparation according to procedures.• Provide cover for cook as required• Kitchen hygiene and cleaning based on HACCP procedures• Assist with weekly deep cleaning of food preparation areas• Prepare tables with special attention to sanitation and order• Maintain familiarity with menu items, ingredients, and allergens• Efficient and friendly service of all meals, ensuring tour groups depart on time after breakfast <p>Bar Service</p> <ul style="list-style-type: none">• Strict adherence to alcohol licensing rules and Operating Plan• Strict adherence to Health and Hygiene Regulations for the bar• Prepare alcoholic or non-alcoholic beverages in a timely manner• Assess guests' needs and preferences and make recommendations• Restock and replenish bar inventory and supplies• Create a warm, friendly, and homely atmosphere in the Great Room



	<p>Reception Duties & Customer Care</p> <ul style="list-style-type: none">• Telephone answering and basic administration duties• Booking reservations via phone and internet• Dealing with callers, maintenance contractors and deliveries• Check-in of tour passengers and independent guests• Liaison with Driver Guides & Head Office• Till operation & payment processing• Knowledge of local activities, attractions, and places of interest• Knowledge of Highland Explorer Tours and other tour products• Teamwork with other departments to ensure seamless service• General Customer Service and Care <p>Extra Duties</p> <ul style="list-style-type: none">• Secondment to Morag's Lodge for relief cover• Basic maintenance• Maintaining external appearance of the Inn• Assist other team members when required• Adherence to Licensing, Environmental Health, and Health and Safety regulations
Other Responsibilities	<p>Working and Living sustainably</p> <ul style="list-style-type: none">• Follow sustainable practices• Commitment to good environmental practice in all activities• Contribute suggestions for environmental management improvements
Work Pattern:	<ul style="list-style-type: none">• Monday to Sunday• Minimum 30 hours per week• Average 40+ hours per week over 5 or 6 days (with more worked in peak season and less in low season)• Flexible hours generally between 6.30am and 11pm• 28 days paid holidays per annum (including public holidays) with additional days for long service as per Company Policy
Remuneration Basis:	<ul style="list-style-type: none">• A full-time contract (part-time will be considered)• Live-in accommodation available• Free Gym Membership• Company Pension Scheme• Optional BUPA Healthcare Scheme• Two paid Charity Volunteering Days per annum
Qualifications & Experience	<p>Required</p> <ul style="list-style-type: none">• Experience of hospitality and/or customer service essential• Computer skills• Experience of working in a team• Sociable, warm personality and sense of humour essential! <p>Desirable</p> <ul style="list-style-type: none">• Basic Health and Hygiene Certificate• Experience of providing catering service• Full UK Driving Licence• Experience of independent international travel