



GUEST SERVICES – EMPLOYMENT OPPORTUNITIES

Guest Services Staff (permanent)

As a member of the Guest Services team you will be expected to provide a warm, friendly and memorable welcome to our guests and to ensure that their needs and expectations are met throughout their stay with us. You will support the team in all guest service related functions and will be expected to keep up to date with information about our services from accommodation to food and beverage as well as maintaining an up to date knowledge of our facilities, pricing and promotions in order to advise guests accordingly.

The following key criteria and skills are required for this role:

- Previous experience within the hotel or leisure industry (preferably within a luxury 4* or 5* property would be a distinct advantage)
- Excellent communication and interpersonal skills
- Confident and outgoing personality
- Passion for delivering exceptional guest service
- Ability to multitask and work in a busy, fast paced and challenging environment
- Positive and flexible approach to work (Weekend, evening and night time work will be required)
- Proof of eligibility to work in the United Kingdom

Head Housekeeper (permanent)

As Head Housekeeper you will be responsible for day to day management and operation of the housekeeping/ cleaning team. You will take a lead role in ensuring that the highest standard of cleanliness is met at all times as per our guests' expectations and standard protocol and will be responsible for training and developing the housekeeping/cleaning team. You will be expected to identify improvements and make recommendations as well as ensuring that appropriate operating standards, procedures and checklists are implemented and maintained. You will also be responsible for maintaining cleaning stock and liaising with relevant suppliers of linen, cleaning materials and guest supplies.

The following key criteria and skills are required for this role:

- Housekeeping experience in a luxury (ideally 4* or 5*) property within the hotel or leisure industry at a supervisor/management level
- Experience of managing and training staff
- Meticulous eye for detail and exceptional planning and organisational skills
- Excellent communication skills
- Passion for delivering exceptional guest service
- Ability to multitask and work in a busy, fast paced and challenging environment
- Positive and flexible approach to work (weekend and evening work will be required)
- Due to our location it is essential that applicants have their own transport
- Proof of eligibility to work in the United Kingdom

Housekeepers & Cleaners (seasonal, permanent and ad hoc variable hours)

As a Housekeeper/Cleaner you will be responsible for cleaning and maintaining all front and back of house areas to the highest of standards, this could include accommodation areas, the golf house, locker rooms and offices on the estate.

The following key criteria and skills are required for this role:

- Housekeeping or cleaning experience within the hotel or leisure industry preferably in a luxury 4* or 5* property
- Meticulous eye for detail and exceptional planning and organisational skills
- Passion for delivering exceptional guest service
- Ability to multitask and work in a busy, fast paced and challenging environment
- Positive and flexible approach to work (Weekend, evening and night time work will be required)
- Proof of eligibility to work in the United Kingdom

Driver/Concierge (ad hoc variable hours)

As a Driver/Concierge you will be responsible for guest transfers onsite between MacLeod House & Lodge and the Golf House as well as offsite for airport pick ups/drop offs and any other driving duties as required. You will also assist with welcoming guests to the property, handling guests' luggage and maintaining fleet vehicles as necessary.

The following key criteria and skills are required for this role:

- Previous experience in a similar position
- Full UK driving licence
- Excellent communication and interpersonal skills
- Passion for delivering an exceptional guest service
- Ability to work with minimum supervision and resolve queries in a proactive, practical and positive manner
- Ability to work in a fast paced and challenging environment and maintain a consistently high standard under pressure
- Positive and flexible approach to work (weekend and evening work will be required)
- Proof of eligibility to work in the United Kingdom

Applications

If you are interested in applying for a position with us, please complete an application form and send it along with a CV (maximum 2 pages) and 1 page covering letter clearly outlining which position you are applying for to: recruitment@trumpgolfscotland.com

or by post to:

Recruitment
Trump International Golf Links, Scotland
Menie Estate
Balmedie
Aberdeenshire
AB23 8YE

Please note: Due to volume of applications, we are only able to contact candidates that have the relevant skills and experience for our current vacancies.