**Front of House / Festival Hospitality Team**

**Hotel Bell Tent have been creating boutique camps at the UK’s best outdoor events since 2008.**

Our Front of House / Hospitality team are responsible for meeting, greeting, and checking in guests. Staff members are required to provide a high level service within the hospitality area of our Boutique Campsites. Almost all projects will require FOH staff to work for a day either side of the build, to help with the completion and break down of the Hotel Bell Tent area, and then to provide a first class hospitality service whilst on shift throughout the event.

**Start Date:** Project Specific (From June 2024 onwards)

**Location:** On-site at events across the UK

**Reporting to:** Front of House Manager, Hospitality Manager, Project Manager, Senior Management

**Dates:** Project based – June to end of August 2024

**Responsibilities include:**

* Helping the crew with the dressing of structures before the event. Making beds / door numbering.
* Helping the Reception Manager and Production Manager with quality control before the event, checking all tents are finished to a high standard.
* Meeting and greeting guests, providing them with the information they need for their stay, allocating their correct structure, and providing wristbands.
* Serving and clearing tables (at certain events).
* Running a friendly, inviting, and professional environment, whilst upholding the company image.
* Using a spreadsheet to check guest information and tent numbers, as well as logging other tasks.
* Keeping clear notes on the spreadsheet regarding guest requests, issues, and complaints.
* Communicating with the Project Manager, Hospitality Manager and Reception Manager to highlight any issues that they may need to address.
* Relaying information to on-shift maintenance manager so that they can allocate maintenance duties.
* Assist the crew in maintaining a clean and tidy camp.
* Maintaining all guest social areas, keeping them clean and tidy

**Key skills required:**

* A happy and positive can do attitude
* Excellent customer service
* Excellent communication skills
* Ability to problem solve and troubleshoot any issues
* Excellent organisation skills
* Basic understanding of Microsoft Excel & Google Docs
* A love of the hospitality lifestyle and enjoyment of being on the road at events and festivals, working long hours
* Onsite camping at events will be required
* Ability to deal with complaints in a professional and courteous manner
* Excellent time keeping skills
* Excellent attention to detail

**Desirable Skills:**

* UK driving licence and vehicle.
* Previous hospitality experience
* Previous event experience

**Job Type:**PAYE or Freelance

**Applications:** *Please send your CV and a short cover letter to staffinfo@hotelbelltent.co.uk*