



<b>Job Title</b>	<b>General Assistant – The Skye Inn</b>
<b>Responsible Brands / Territories</b>	The Skye Inn, Portree, Isle of Skye (a wholly owned subsidiary of The Travel Corporation)
<b>Key Responsibilities &amp; Objectives</b>	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.
<b>Reporting to</b>	The Skye Inn Duty Manager
<b>Direct Reports</b>	None
<b>Adjacent Key Relationships</b>	Radical Travel Group General Assistants
<b>Overview</b>	<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>
<b>Responsibilities</b>	<p><b>Customer Experience</b></p> <ul style="list-style-type: none"> <li>• Ensure all guests experience positive Highland Hospitality and offer consistent excellent customer service</li> <li>• Collaboration with all other team members to ensure seamless service</li> </ul> <p><b>Cleaning &amp; Room Servicing</b></p> <ul style="list-style-type: none"> <li>• Stripping and making beds</li> <li>• Laundry processing and dealing with linen according to SOP</li> <li>• Room set up</li> <li>• Cleaning bedrooms, bathrooms, and public areas</li> <li>• Environmental care</li> </ul> <p><b>Meal Preparation &amp; Table Service</b></p> <ul style="list-style-type: none"> <li>• Assist with meal preparation according to procedures.</li> <li>• Provide cover for cook as required</li> <li>• Kitchen hygiene and cleaning based on HACCP procedures</li> <li>• Assist with weekly deep cleaning of food preparation areas</li> <li>• Prepare tables with special attention to sanitation and order</li> <li>• Maintain familiarity with menu items, ingredients, and allergens</li> <li>• Efficient and friendly service of all meals, ensuring tour groups depart on time after breakfast</li> </ul> <p><b>Bar Service</b></p> <ul style="list-style-type: none"> <li>• Strict adherence to alcohol licensing rules and Operating Plan</li> <li>• Strict adherence to Health and Hygiene Regulations for the bar</li> <li>• Prepare alcoholic or non-alcoholic beverages in a timely manner</li> <li>• Assess guests' needs and preferences and make recommendations</li> <li>• Restock and replenish bar inventory and supplies</li> <li>• Create a warm, friendly, and homely atmosphere in the Great Room</li> </ul>



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

