



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
<p>Other Responsibilities</p>	<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
<p>Work Pattern:</p>	<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
<p>Remuneration Basis:</p>	<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
<p>Qualifications & Experience</p>	<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