

Front Office Duty Manager - El Questro

Discovery Parks Group • All Australia



Base pay
\$0 - \$0



Work type
Full time



Contract type
Permanent

Perks

TRAINING

Skills

STRONG WORK ETHIC

DIVERSE TEAM

OPERATIONS

Full job description

- **Job no:** EYJXX
- Fantastic Package of offer with relocation assistance
- Strong team culture on-site working together to create fantastic guest experiences
- Travel Australia working and exploring

About Us

Set over an incredible 700,000 acres of untamed natural beauty, El Questro is truly at the heart of WA's Kimberley region. A destination unlike any other, El Questro delivers a unique and immersive holiday experience exploring one of Australia's 'last true frontiers'.

Opening in April, El Questro comprises three distinct accommodation offerings – the Station, the Homestead and Emma Gorge – each catering to a different style of holiday maker.

El Questro Station is the hub of the property, set on the riverbank and offering air conditioned accommodation and extensive camping options. Emma Gorge offers luxury safari-style tented cabins for experiencing the wonders of the outback in comfort. For premium travellers, the El Questro Homestead is

Job details



Date posted
01 Jun 2022



Expired On
30 Jun 2022



Category
Hospo, Tourism & Food Services



Occupation
Front Desk & Reception



Base pay
\$0 - \$0



Contract type
Permanent



Work type
Full time



Job mode
Standard business hours



Industry
HOTELS, RESORTS & CRUISE LINES



Sector
PRIVATE BUSINESS



Work Authorisation
AUSTRALIAN CITIZEN / PERMANENT RESIDENT

private and exclusive, hosting 20 guests at a time in luxury accommodation atop Chamberlain Gorge and River.

El Questro prides itself on high-end experiential tourism and guests can explore the vast property by guided 4WD tour, heli tour, river cruises and much more. Working collaboratively with the traditional custodians of this historic area is a highly important element of El Questro's operations as we strive to deliver authentic and culturally enriching experiences.

With extensive F&B operations, El Questro offers diverse dining options in each of their accommodation hubs. The restaurants and bar serve modern Australian fare with an emphasis on local and seasonal produce, and serve breakfast, lunch and dinner.

The Role

The Duty Manager is key to our Front Office Team having full responsibility for the venue/site's operations and leadership whilst on shift. This role also provides key support to Management through monitoring and leading the operational activities and ensuring team members provide exceptional customer service in line with our guest path service standards.

To be successful in this role you will have:

- At least 2 years' experience as a Front Office Duty Manager
- 2-3 years managing a diverse team to achieve high guest satisfaction and meet business objectives.
- A proven background working in a high-volume customer facing service environment with high quality standard
- A flexible attitude to work roster including weekends and public holidays.
- Great understanding of financial reporting
- Experience in training GSA's
- Operating System is Newbook and H&L, experience is preferred

We are seeking an individual with a positive attitude, a wonderful work ethic & passion for the Resort lifestyle. You are professional, your guest satisfaction skills are second-to-none & you have a genuine desire to progress your career & thrive with Discovery.

We believe in creating experiences that people will always want more of. Inspiring and share worthy, the real stuff memories are made of.

Benefits

- Relocation assistance
- Discounted accommodation for you, your family & friends across the 300 G'Day Group network of holiday parks and resorts
- Discounted products from our G'Day Rewards Partners including gym memberships, flights, petrol, car and camper van hire and more!
- Access to our Employee Assistance Program
- Opportunity to see Australia and grow your career at resorts all over the country

- Great package on offer!

How to Apply

Discovery what matters - APPLY NOW! Visit the careers page at www.discoveryholidayparks.com.au or via the link below.

Discovery Parks is committed to ensuring the health and safety of all our staff, customers and the communities we operate in. Discovery Parks has implemented a vaccination policy which requires all employees, wherever possible, to be fully vaccinated against Covid-19. This Covid vaccination policy applies to all new Discovery Parks employees.

Prior to an offer of employment being made, candidates must provide authority for a Federal Police and Working With Children Clearance to disclose any criminal offences or charges. If you already have a Police Clearance valid within the last 6 months, please upload a copy to your profile

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