

Bee Happy Recruitment

<https://www.beehappyrecruitment.co.uk/jobs/guest-relations-manager-eastbourne/>

Guest Relations Manager Eastbourne

Description

Bee Happy Recruitment are seeking a dedicated and personable Guest Relations Manager to join our Clients stunning hotel in Eastbourne.

40 hours per week, Live in accommodation available. Salary of £28,000 with a share of Tronc £2.4k plus benefits.

This role involves delivering exceptional customer service to guests, ensuring their stay is comfortable and memorable. The ideal candidate will possess strong communication skills, a professional demeanour, and a passion for the hospitality industry. Experience in hotel operations, human resources, or guest services is highly desirable. Multilingual or bilingual abilities are considered an advantage, enabling effective communication with diverse clientele.

Duties

Welcome guests upon arrival and assist with check-in and check-out procedures efficiently

Provide information about hotel facilities, services, and local attractions to enhance guest experience

Handle guest enquiries, requests, and complaints in a courteous and professional manner

Coordinate with housekeeping and maintenance teams to ensure guest rooms meet quality standards

Maintain accurate records of guest reservations, preferences, and billing details

Supervise front desk operations during shifts, ensuring smooth workflow and excellent service delivery

Assist in training new staff members and oversee daily team activities as part of supervisory responsibilities

Uphold hotel policies and procedures related to guest safety, security, and confidentiality

Skills

Excellent communication skills in English; multilingual or bilingual abilities are highly advantageous

Proven experience in hotel or hospitality environments; supervising experience is preferred

Strong leadership qualities with the ability to motivate and guide team members

Exceptional organisational skills with attention to detail in managing reservations and guest information

Customer-focused mindset with a friendly and approachable demeanour

Knowledge of human resources principles related to staff supervision and training

Ability to remain calm under pressure and resolve issues efficiently while maintaining high standards of service.

Hiring organization

Bee Happy Recruitment

Employment Type

Full-time

Duration of employment

Permanent

Job Location

Eastbourne

Date posted

November 14, 2025