



Company Details Confidential



#JOB-2400027



NEWPARK HOTEL, Castlecomer Road,
Kilkenny, Co. Kilkenny, R95 KP63



No of positions : 1



Paid Position



39 hours per week



To be Confirmed



30/06/2025



28/07/2025

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : humanresources@newparkhotel.com



Open your camera
app & point here
to view this ad
online



Duty Manager

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

The Newpark Hotel is looking for a Duty Manager to join its Management Team.

We believe in providing exceptional service to complement our exceptional surroundings and if your personal values are around exceeding the guests needs, working in a tight knit team and giving your best to your colleagues and guests every day then this role is for you.

This role may suit you if you are currently working in a supervisory or junior management role in a similar property and are looking to take the next step into a company where team development and career progression are key to how we work

The role:

Taking responsibility for the hotel for early or late shifts making sure all areas are open, set up properly and welcoming to our guests

Helping in Food and Beverage departments in high demand periods

Dealing with guest and employees queries as they arise

Supporting all of the management team as needed

Ensuring compliance with all health and safety and fire prevention procedures when on-shift

Completing of daily security walks daily reports and Passover reports

Have a good understanding and working relationship with all areas within the hotel

Deal with office administration as instructed by the hotel management (signage for promotions and events, updating SOPs)

Deal with customer complaints in a professional manner

Be able to work independently in a busy environment.

Be able to prioritise duties

Ensure all maintenance issues are reported and rectified in a timely manner.

Assisting senior Management with compilation of reports, payroll and rosters.

Ensuring the public areas are clean and tidy at all times and has a good ambience. (correct music/lighting /heating/candles etc)

Ensuring that the best customer service is provided to all our guests and customers and a warm welcome is provided and our guest/customers feel appreciated for their custom and encouraged to

return.

Checking Function sheet, VIP guest list to ensure smooth running of Dept. on daily basis.

Food and beverage product knowledge.

Ensuring that the best customer service is provided to all our guests and customers

Cash handling and ensuring all SOP's are adhered

Liaising with the Management on offers and deals for the hotel and assisting with Department training.

Dealing with any issues or complaints in an efficient and professional manner ensuring customer/guest satisfaction and informing senior management of any issues/complaints received.

Checking and ensuring team members are groomed to standard at the start of each shift and supervising team in the absence of the management to ensure standards are met at all times.

Benefits

Competitive salary

Opportunities for career progression and support with further education

Free car parking

Complimentary gym and leisure club membership

Meals provided while on shift

Reduced rates on food, beverage, accommodation with Flynn hotel group.

- **Sector:** accommodation and food service activities

Career Level

- Not Required