



Company Details Confidential



#JOB-2443743



The Merrion Hotel, 21-24 Merrion St Upr,

Dublin 2, D02 KF79



No of positions : 1



Paid Position



39 hours per week



37000.00-40000.00 Euro Annually



20/04/2026



18/05/2026

How to apply

Application Method :

Not available



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Experienced Service Quality & Compliance 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

About the Role

We are seeking an Experienced Service Quality & Compliance Manager to join our team in a leading 5-star luxury hotel in Dublin. This is a specialist leadership role responsible for the strategic design, implementation, and continuous improvement of luxury service standards across all areas of the hotel.

This position requires advanced expertise in internationally recognised luxury hospitality frameworks, including Forbes Travel Guide, Leading Hotels of the World (LHW), and LQA standards. The successful candidate will play a critical role in maintaining the hotel's 5-star classification, international accreditations, and reputation for excellence.

Key Responsibilities

- Lead all internal and external audits (Forbes, LQA, and internal audits)
- Maintain and improve audit performance, targeting top-tier scoring outcomes
- Ensure full compliance with international luxury hospitality standards
- Design and implement service quality systems and frameworks
- Monitor and report on audit scores, guest satisfaction metrics, and KPIs
- Drive continuous improvement initiatives based on performance data
- Develop and deliver service excellence training aligned with Forbes and LQA standards
- Embed behavioural standards including emotional intelligence and anticipatory service
- Coach leadership teams to ensure consistent luxury service delivery
- Lead initiatives to enhance personalisation and exclusivity across the guest journey
- Drive measurable improvements in guest satisfaction and engagement
- Ensure delivery of high-impact, memorable guest experiences
- Oversee service delivery across 16+ departments

Align all departments to consistent luxury standards

Act as the subject matter expert on service quality and compliance

Key Performance Indicators

Achievement and maintenance of Forbes 5-star audit scores

Continuous improvement in LQA benchmarking results

Increase guest satisfaction and engagement metrics (including Qualtrics)

Consistent service excellence across all guest touchpoints

Full audit readiness and compliance across departments

Requirements

Experience Minimum of 5 years' experience in a guest services-related role within a 5-star luxury hotel

Direct experience with Forbes Travel Guide and/or Leading Hotels of the World standards

Proven experience in quality assurance, audits, and service excellence leadership

Experience managing multi-departmental operations

Strong background in training and coaching service standards

Skills & Competencies

Advanced knowledge of luxury hospitality standards and audit frameworks

Strong analytical and data-driven decision-making skills

Ability to influence senior stakeholders and operational teams

Exceptional attention to detail and professional judgement

Strong leadership and coaching capabilities

Qualifications

A degree in Hospitality Management, Business Management, Quality Management, or a related discipline is advantageous but not essential.

- **Sector:** other service activities

Career Level

- Managerial