

International company is looking for a **French speaking Assistant Manager** for their very busy club area dedicated to VIPs. This is a 360-degree role where you will have to look after a team but also after the well-being of your clients. Excellent customer service skills as well as strong hospitality and management experience will be key asset to succeed in this challenging position. The Assistant Manager will lead a team, and will report to the Manager.

ROLE of the Assistant Manager:

- Managing the club area including welcoming clients, making sure that the space is pristine.
- Ensuring that customer service processes are followed to the highest standards
- Developing the team, offering coaching and mentoring
- Managing performance including recognising staff attitude to work, grievance and disciplinary with the support of the HR, etc
- Deputising for the Manager when necessary

PROFILE:

- Fluent French and English, with strong communication skills both spoken and written
- Role model in customer service, and knowledge transfer to the team
- Previous experience as an Assistant Manager or Manager will be a plus
- Previous management/supervision experience ideally with recruitment, grievance and disciplinary experience or good knowledge
- Previous experience in hospitality or catering industries with up-market clientele
- Previous experience in working in a fast-paced environment
- Ability to work in a multicultural environment and to adapt
- Excellent presentation and detail-attention focused.
- Good understanding of food safety
- Ability to work shifts, including weekend and early start

SALARY & BENEFITS:

- £36k per annum + bonus + meal allowance + taxi allowance