



Guest Care Manager Château du Tertre (Fixed Term Contract: February – October 2020)

We are currently seeking to appoint a dynamic individual to be the Guest Care Manager at Château du Tertre on a fixed term contract.

Château du Tertre is an impressive 19th Century Château situated in the heart of the rural Pays de Loire region. At peak the centre caters for 260 guests on a daily basis. Château du Tertre has 36 acres of beautiful grounds bordering the Varenne River. Our on-site multi-activity programme supplements the centre's primary focus, delivering French language & culture courses to both secondary and primary age groups.

This position provides a fantastic opportunity to contribute to the ongoing development of the centre. The successful applicant will oversee the day-to-day operation of the Guest Care department and line management of the Guest Care Team Leader to deliver exceptional customer care to all our guests.

Reporting to the General Manager, we are looking for a dynamic person with a high level of knowledge and experience of working in a senior role. The successful individual will also be able to demonstrate high standards of communication, organisation and attention to detail. Professionalism, self-motivation and an ability to work to deadlines are important in this role.

Key responsibilities include:

- Managing a Guest Care Team leader and a team of Tour Leaders to ensure a high level of customer service;
- Provide relevant development opportunities to the Guest Care team through effective training and performance management;
- Working closely with the Overseas team and other departments at Head Office to ensure strong relationships and we have all information for arriving groups;
- Overseeing the preparation of information packs, pre-arrival communication as well as planning rooming and itineraries;
- Working closely with the Centre Management team to ensure we're delighting our customers in every aspect of the customer journey;
- Managing, implementing and developing proactive Health and Safety systems to include risk assessments and local operating procedures;
- Assisting with centre specific duties associated with a residential children's activity centre including meetings and duty management responsibilities.

Ideally the successful candidate will have previous experience of managing teams, an awareness of current policies and procedures and a solid customer service background. Some existing French language skills would be helpful, but a willingness to lead by example in giving it a go is more important.

For more information on this role please contact **Christophe Verhaeghe** (Northern France Area Manager) at christophe.verhaeghe@pgl.co.uk.

To apply, please send a CV and covering letter detailing relevant skills, experience and reason for applying to **Abi Banks** (Staffing Team Leader) at abi.banks@pgl.co.uk.

The closing date for applications is: **29th January 2020**.

We would expect any current PGL employees interested in this role to inform their line manager of their intention to apply.