



## ASSISTANT LIFESTYLE MANAGER NIGHT

Armani Hotel Milan, 5 stars luxury hotel located in the heart of the famous Milan fashion district, is looking for an Assistant Lifestyle Manager Night to join our Lifestyle Department.

- Conduct inspections of front of house and back of house during shift, including Front Office, Housekeeping, Lobby, Food and Beverage Outlets, Public Areas, Car Parking.
- Be knowledgeable of Front Office systems and know back up procedures and system recovery procedures.
- Efficient check in and check out process.
- Complete knowledge of all room types, hotel matrix, and facilities.
- Maintain own cash float.
- Staff Supervision of Night staff: Contractors; Porters, Cleaners, Room Service and works with Human Resources to ensure their performance is effectively managed.
- Coordination of all departments so that service levels remain high throughout the shift.
- Thorough knowledge of emergency procedures for the entire hotel.
- High problem solving skills and ability to make sound decisions in critical situations.
- Deal with guests' complaints and ensure prompt satisfaction of the guest.

## QUALIFICATIONS AND EXPERTISE

- We are looking for individuals who have a solid knowledge of Front Office, have a strong work ethic and people-management skills, great attention to details, and who are proactive to address and resolve issues.
- Two Years Management experience in the same position.
- A college degree preferably specializing in hotel management, or equivalent experience is required.

## ADDITIONAL INFORMATION

<b>Type of work</b>	Fixed term
<b>Location</b>	Milan, Italy
<b>Languages</b>	Inglese, Italiano
<b>Start</b>	As soon as possible
<b>Other advantages</b>	Meals in our Staff canteen; Uniform and laundry service; Tailored training programs; Company discounts on Armani shops.

**ARMANI**  
Hotel Milano