



Front Office Manager

If you **delight in hosting and leading** a front office team to deliver **excellent customer service** as well as thrive on the challenge of **revenue management and pricing strategies** then this opportunity to permanently join our award winning team at The Machrie Hotel and Golf Links on Islay, Scotland could be ideal for you.

With panoramic views across the golf links to the idyllic 7 miles of silver sands at Laggan beach the hotel only opened late 2018 but already has been recognised as **“Scottish Hotel of the Year 2020”** and our historic golf links today is ranked in the **top 20** courses in Scotland.

Our guests come from both the island and far and wide, attracted by the beauty and challenge of our links course, the wonderful wildlife, unforgettable whisky indulgencies (after all there are 9 Whisky distilleries on Islay) or indeed just to relax, take in the fresh air and great views and delight in some fantastic food.

The Machrie has **47 bedrooms** ranging from classics to deluxe, dog friendly to a two storey apartment and 4 self-contained lodges. **Open all year round** the hotel has a main season from April to end of October. During non-covid times Islay and The Machrie golf links attract visitors and groups from all over the world as well as regular visitors who come year after year.

Our iconic Restaurant 18 and Stag Lounge both have panoramic views across the golf links and are a real hub of activity right from breakfast, through morning coffees, lunch, refreshments for our thirsty golfers, afternoon teas and evening dinner watching the sun go down over Laggan Bay. The hotel can also cater for **small private dinners and weddings**, our courtyard is great for summer barbecues and the Snug for private whisky tastings. There is also a small **screening room** (cinema) for 35 people and **Spa** with gym, sauna and two treatment rooms.

The Front Office Manager is responsible for reception, night porters, IT systems, reservations, groups and event bookings and the Spa. Having **strong revenue management experience**, you will be an inspirational **leader** who can **coach** and **train** your team to confidently interact with our guests in a friendly, caring manor to create memorable experiences. Working closely with the Sales Manager and Marketing and Communications Managers you will be revenue savvy and able to confidently drive incremental revenue and room pricing strategies with your team across all markets 12 months of the year.

The Machrie is a key part of the community here on Islay and so will you be. Getting to know the Islay golf club members, the local distilleries, business community and regular locals and visitors to the hotel.

We know island life is not for everyone, but if you don't need the bright lights to be entertained, and instead can equally enjoy a simpler life appreciating nature's glorious gifts and enjoy being part of a friendly community and working in a team with a 'can do attitude', **then why not get in touch?**

We offer management accommodation within walking distance of the hotel if you don't drive or at a shared house locally if you have a car, or a house if you have a family. The Islay Ferry has a direct Citylink bus connection to and from Glasgow and there are 30-minute daily flights to Glasgow airport.

Looking after our team members as well as our guests is equally important to us. We provide a competitive salary, Management bonus scheme, comfortable accommodation, as well as the opportunity to become a member of our stunning golf links.

We are open to applications from couples (not working in the same department though).

Please send your CV to Alison Muir, Head of Human Resources at careers@themachrie.com

Campbell Gray Hotels® is a hotel management company focused on creating, designing, and operating a collection of highly individual hotels around the world. Its goal has always been to achieve the very highest standards and to be the market leader in its destinations.