

**‘WE ARE WHAT WE REPEATEDLY DO.
EXCELLENCE, THEREFORE, IS NOT
AN ACT BUT A HABIT’.**

- Aristotle

At the Grand Hotel Excelsior we strive to deliver a superior service quality at all times. We aim to continuously exceed expectations, and encourage all our team members to offer an exceptional service to each of our guests. We strongly believe in the strengths of our team members, who have made the Grand Hotel Excelsior one of the leading hotels on the Island.

We are currently seeking dynamic and motivated individuals, who take pride in delivering extraordinary customer service, in the following positions:

VACANCY - ASSISTANT NIGHT MANAGER

Closing Date - 15th September 2025

Basis - Full Time

Objectives:

Main Tasks

- Dealing with any complaints or problems which may arise
- Ensuring that all guest requests are satisfied
- Ensuring that arrivals are checked-in accordingly, allocated a room and that their luggage is sent to the room without delay
- Performing wake-up calls according to standard
- Obtaining a detailed hand-over from the previous Duty Manager, and taking action as required
- Ensuring that Room Service orders are prepared up to standard
- Ensuring that all team members on duty are alert and following company standards
- Patrolling the Hotel areas covering the back-of-house and public areas, to ensure that standards are being maintained
- Ensuring that early deliveries are received correctly, checked and stored
- Following up on Maintenance issues
- Ensuring that the early breakfast is prepared according to standard
- Checking if any taxis have been booked, to ensure that the transfers will take place on time
- Completing a night report detailing complaints, emergencies, incidents, maintenance, security needs etc, as well as a summary of the action taken, in the absence of the Night Manager
- Performing the daily night audit, in the absence of the Night Manager
- Ensuring strict security measures are in operation, and that no unauthorised person has access to any part of the Hotel
- Reporting any suspicious behaviour to Security
- Ensuring that all cash floats are secured away
- Ensuring that all keys are secured
- Contacting the General Manager and Security Manager in the event of an emergency, which may require evacuation

General Requirements

- Comply with all company policies of the Grand Hotel Excelsior
- Comply with all systems and procedures as laid down by the General Manager and Front Office Manager
- Maintain a high standard of personal appearance and hygiene at all times
- Participate in Health and Safety training and have a complete and up-to-date knowledge of Hotel emergency and evacuation procedures
- The company reserves the right to add and amend any duties or responsibilities at its discretion.

**Interested candidates are requested to send their CV and covering letter to:
hr@excelsior.com.mt or Human Resources Department, Grand Hotel Excelsior,
Great Siege Road, Floriana.**



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