

Insert LOGO

Job Description

# Job title here

Job Band – [Job band number]    Department – [Department name here]

At Holiday Inn Express, we're all about travel that's simple AND smart.

That means we offer more to our guests where it matters most to them. Easy check-in? Check. All the essentials in a comfy room? They're all included with a great night's sleep.

We're focused on getting our guests more than ready. So we're always ready. Are you?

## What's the job?

[Describe the essence of the role – focussing on the impact of guests. Check out the other Job Descriptions in People Tools on Merlin to give you some ideas.

**DELETE THIS INSTRUCTION BEFORE USE.]**

# Job title here

## Your day-to-day

[List daily tasks below and the results to be achieved in this role, generally include those duties that account for 10% or more of the work – not every single detail. You should limit the list of tasks to a total of 10–12 items for this section – below are some examples that frequently appear in JDs. DELETE THIS INSTRUCTION BEFORE USE.]

- Help guests - you'll be happy to help if someone needs a toothbrush or directions for example • [Add]
- Look smart – wear your uniform with pride • [Add]
- [Add] • [Add]
- [Add] • [Add]

## What we need from you

[Below, list minimum skills, knowledge and abilities required to competently perform the job including educational background and work experience and any legal qualifications. Preferred job specifications should not disqualify candidates without them from consideration for the role. Below are some requirements that frequently appear in JDs. DELETE THIS INSTRUCTION BEFORE USE]

- Look smart – wear your uniform with pride • [Add]
- Great communication skills • [Add]
- [Add] • [Add]
- [Add] • [Add]
- [Add] • [Add]

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## How do I deliver this?

We genuinely care about people and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all hotels.

Each hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- True Attitude: being caring, wanting to make a positive difference, and building genuine connections with guests
- True Confidence: having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- True Listening: focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- True Responsiveness: is about providing guests with what they need, and doing so in a timely and caring manner

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.

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Employee Name (Print)

Employee Signature

Date