

# Job Description

## Receptionist

<b>Position:</b> Receptionist	<b>Department:</b> Front Desk	<b>Reporting to:</b> Assistant Reception Manager
<b>Salary:</b> £23,795.20 per annum	<b>Contract:</b> Permanent	<b>Hours per week:</b> 37.5 hours, 5 days out of 7 (this will include a variety of shifts and weekends)

**Job purpose:** To provide reception services for Guests to contribute to an overall exceptional experience.

### Role Competencies:

#### **Planning Timescales:**

- To work within a team to deliver the day-to-day operational needs of the Hotel Reception

#### **Decision Making:**

- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities.

#### **Impact & Influence:**

- Achieve positive outcomes from Guest queries in a timely and efficient manner.
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions, and other general knowledge necessary to perform daily duties.

#### **Skill Level:**

- Use all company systems to maximize the hotel operational efficiency and guest satisfaction.

#### **Communication:**

- To handle all telephone calls, including external and internal for in-house guests, enquiries, and other departments
- To respond to customer feedbacks and follow escalation process.
- To carry out calls to VIP's staying in the hotel to check on guest satisfaction.
- To record and report maintenance and security issues, raised by guests or employees, and follow up where appropriate.
- To record and process lost property and follow up where appropriate.

#### **Budget Management:**

- Understand own accountability and how own actions effect costs within the business.

#### **Lead & Develop:**

- To support colleagues where required.

#### **Operating Parameters:**

- To meet and exceed guest expectations through consistent delivery of service levels in line with brand requirements.
- To be the main point of contact for Guests dealing efficiently with any requests, enquiries, and any complaints
- To welcome (check in) all arriving guests to the required minimum standard.
- To bid farewell (check out) all departing guests to the required minimum standard.
- Attend appropriate training courses when required.
- Any other reasonable request as required by the business.

### **Essential Job Criteria**

- Have the ability to work as part of a team and on own initiative.
- Have excellent personal presentation and verbal communication and listening skills.
- Have a passion for delivering exceptional customer service with a 'can do' attitude.
- Be flexible, motivated, and committed.
- IT skills

### **Desirable Job Criteria**

- Previous hotel reception experience.
- Experience in a customer service environment.
- Previous experience of cash handling.

**Safeguarding** - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

**Equality & Diversity – must be able to demonstrate** that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total: 45

Level 1