

# Receptionist

## Job Description and Person Specification

### Position Details

<b>Position:</b> Receptionist	<b>Department:</b> Reception	<b>Reporting to:</b> Reception Manager
<b>Level:</b> Non-management	<b>Contract:</b> Permanent	<b>Hours per week:</b> 40 per week 5 out of 7

**Overall Objective:** To ensure that all customer needs are met and that their expectations are exceeded

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<p><b><u>Main Objectives</u></b></p> <ul style="list-style-type: none"> <li>• To work within a team to deliver the day to day operational needs of the Hotel Reception</li> <li>• To meet and exceed guest expectations through consistent delivery of service levels in line with brand requirements</li> <li>• To be the main point of contact for Guests dealing efficiently with any requests, enquiries and any complaints</li> </ul> <p><b><u>Summary of Duties</u></b></p> <ul style="list-style-type: none"> <li>• To welcome (check in) all arriving guests to the required minimum standard</li> <li>• To bid farewell (check out) all departing guests to the required minimum standard</li> <li>• To maximising revenue through Front Desk sales programmes</li> <li>• To handle all telephone calls, including external and internal for in-house guests, enquiries and other departments.</li> <li>• To carry out calls to VIP's staying in the hotel to check on guest satisfaction</li> <li>• To record and report maintenance and security issues, raised by guests or employees and follow up where appropriate</li> <li>• To record and process lost property and follow up where appropriate</li> <li>• To make lunch and dinner reservations in the hotel restaurants for in-house guests and non residence</li> <li>• To recording and process guest laundry leaving and returning to the hotel</li> <li>• To conduct general administrative duties using Microsoft office, internet explorer, the hotel property management system, etc</li> <li>• To provide change for the hotel food and beverage outlets, as required.</li> </ul>	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Have the ability to work as part of a team and on own initiative</li> <li>• Have excellent personal presentation and verbal communication and listening skills</li> <li>• Have a passion for delivering exceptional customer service with a 'can do' attitude</li> <li>• Be flexible, motivated and committed</li> <li>• IT skills</li> <li>• GCSE English and Maths grade C or above (or equivalent)</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Previous hotel reception experience</li> <li>• Experience in a customer service environment</li> <li>• Previous experience of cash handling</li> </ul>