

Receptionist

Job Description and Person Specification

Position Details

Position: Receptionist	Department: Reception	Reporting to: Reception Manager
Level: Non-management	Contract: Permanent	Hours per week: 20 per week 5 out of 7

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

Job Description	Person Specification
<p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To work within a team to deliver the day to day operational needs of the Hotel Reception • 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 <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • 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 • To maximising revenue through Front Desk sales programmes • To handle all telephone calls, including external and internal for in-house guests, enquiries and other departments. • 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 • To make lunch and dinner reservations in the hotel restaurants for in-house guests and non residence • To recording and process guest laundry leaving and returning to the hotel • To conduct general administrative duties using Microsoft office, internet explorer, the hotel property management system, etc • To provide change for the hotel food and beverage outlets, as required. 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • 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 • GCSE English and Maths grade C or above (or equivalent) <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Previous hotel reception experience • Experience in a customer service environment • Previous experience of cash handling