

Job Description

Position: Receptionist	Department: Reception	Reporting to: Reception Supervisor
Job level: Entry	Contract: Permanent	Hours per week: 40 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.

Job Description

Main objectives:

- 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
- 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
- Achieve positive outcomes from Guest queries in a timely and efficient manner
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities.
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general knowledge necessary to perform daily duties
- Attend appropriate training courses when required
- 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

Person Specification

Essential skills and qualifications:

- 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

Date created:

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

Behavioural Indicators:

Behavioural indicators

Entry

- Personal Attributes (Self Development)
- Functional Skills (Process Management)
- Delivery at Pace (Passion for Customers)
- Functional Skills (Communication)

Skilled

- Personal Attributes (Resilience)
- Personal Attributes (Respect for Others)
- Personal Attributes (Integrity and Trust)

Date created: