

# **Position: Receptionist & Hotel Assistant**

**Contracted Hours:** 40 hours per week

**Working days:** 5 Days out of 7 includes evenings & weekends

**Reports to:** Line Manager

## **Job Objective:**

To deliver friendly and effective customer service, that creates a warm and welcoming atmosphere for all our guests. The key aim of this position is to retain and attract new customers and also provide high levels of internal customer service.

## **Main responsibilities:**

- Deliver excellent customer service at all times.
- Assist in keeping hotel reception area clean & tidy at all times.
- To update the shift diary during and at the end of shift detailing all important activities carried out.
- To maintain and display excellent knowledge of the local area.
- Deal with all enquiries in a professional and courteous manner whether in person, telephone and email.
- Administer all reservations including invoicing, cancellations and no-shows, in line with company policy in a prompt and efficient manner.
- Keep up to date with current promotions and hotel pricing, to provide information to guests on request, whilst maximising bedroom and other sales opportunities.
- Fulfil all reasonable requests from guest to ensure their comfort, satisfaction and safety.

- Conduct regular security checks throughout the day and report any security issues to line manager, ensure building is lit correctly.
- Report any maintenance issues immediately to the line manager and update electronic shift diary. This includes maintenance for all furniture, fittings and equipment.
- Provide reports, as required, for housekeepers, kitchen and management
- To input towards hotel marketing strategy and carry out marketing activity
- Be responsible for evacuation, in cases of emergency, acting as first point of contact for guest and emergency services.
- Attend, contribute and be involved with team meetings.
- Carry out instructions when given by management.
- To assist when required with housekeeping duties
- To be punctual and maintain a professional appearance and adhere to uniform to uniform policy
- To prioritise tasks in relevance of importance
- To take room service orders for food and drink and if required to assist with kitchen duty.

### **Qualifications & Skills:**

- To have an excellent telephone manner and communication skills
- To have an A-C grade GCSE in English or equivalent
- To have an A-C grade in Maths or equivalent

- To be able to use Microsoft office
- To be able to use Microsoft Excel
- To be able to use Microsoft publisher
- To be able to use email
- To have a reasonable grasp of IT