

JOB DESCRIPTION

JOB TITLE: Hotel Receptionist

REPORTS TO: Head Receptionist/ Revenue Manager

POSITION SUMMARY:

Ufford Park Woodbridge's aim is to provide the best customer service possible.

The objective is the pursuit of excellence in meeting the needs of all potential customers

To provide a top quality, friendly and efficient customer service in a busy hotel environment. Working as part of a team and following instruction from the Reception Manager and Accommodation and Revenue Manager.

To provide a friendly, efficient and proactive customer service to all hotel guests.

DUTIES AND RESPONSIBILITIES:

- Check in and check out
- To have a good understanding and knowledge of all the hotel's facilities
- Answering calls, directing and handling enquiries
- Take reservations as necessary.
- Cash handling
- To upsell all of the facilities, to maximise revenue for the hotel, at the same time as enhancing the guest experience.
- Able to work flexible shifts on a standard shift pattern: 7am to 3pm and 2.30pm to 10.30pm, working 5 days out of 7 each week to include covering weekends and Bank Holidays.

SKILLS:

- Good communication skills
- The ability to work in an organised fashion
- A calm and approachable manner at all times, even when busy.

- Attention to detail
- A good team player
- A flexible approach and able to think outside the box.
- A high level of customer service for our guest.
- A friendly and calm approach and can-do attitude

PREREQUISITES:

Computer literate – comfortable in the use of Excel and Word.

Ability to follow instruction, Detail-oriented, Professional attitude is required, Ability to work independently.

The role requires quick and confident decision making with the defined parameters of the position

The ability to self-motivate is essential, particularly when working alone.

Each shift requires certain tasks to be completed and the ability to plan and communicate is essential.

Education:

GCSE maths and English at equivalent level 4 or above

Experience:

Experience in a customer service environment is an advantage, especially in the hospitality industry.

1-2 years in a customer service role.

OUR AIM:

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Ufford Park Woodbridge is fully committed to active promotion of equal opportunities in its capacity as an employer. It is the individual responsibility of every employee to seek, to ensure the practical application of this policy.

Under the Health and Safety at work act, all employees are required both to take care of their own health and safety and that of other employees and to co-operate with their employers in complying with their statutory duties.

The Company and its managers are fully committed to the learning and development of employees.