

Job Description

Job Title: Hotel Receptionist

Post Reference : REC/02/22

Salary : £18,622 per annum

Hours : Full Time : 37.5 hours per week

Important Functional Relationships:

Internal: M.D, Hotel Manager, Health & Safety Manager, Accommodation Revenue Manager, Head Receptionist, Management Team, Staff.

External: Guests and members of the public.

Reports to: Head Receptionist & Hotel 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, efficient and proactive customer service to all hotel guests in a busy hotel environment. Working as part of a team and following instruction from the Head Receptionist and Accommodation Revenue Manager.

Main Responsibilities / Key Accountabilities:

- To follow established Company Policies and Procedures & maintain company standards in all areas of responsibility with particular emphasis on Customer Services.
- To check in and check out guests
- 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.
- Perform any other assigned reasonable duties and responsibilities as assigned or as requested by Supervisors or manager.
- To ensure that all statutory elements of health and safety are adhered to and maintain the premises in a safe and healthy condition and to a high standard.
- To adhere to all aspects of the departments risk management, including ensuring all necessary risk assessments are completed and the necessary checks are in place to meet all audit requirements.
- To adhere to the safe and efficient operating procedures of all department equipment and to report any deficiencies.

- To be aware of and adhere to applicable hotel rules, regulations, legislation and procedures, national legislation (Health and Safety, COSHH, Data Protection).
- To maintain confidentiality of information acquired in the course of undertaking duties for the hotel.
- To be responsible for your own continuing self-development, attending training as required and appropriate.
- To undertake other duties appropriate to the post as required.

Planning and Organisation:

- Each shift requires certain tasks to be completed and the ability to plan and communicate is essential. It is also important to be able to self-motivate.
- The role requires the ability to follow instructions and to be detail-oriented. A professional attitude is needed as is the ability to work independently.
- The ability to work as part of a team ensuring good communication and consideration for other team members is important to maintain consistent excellent standards of customer service.

Decision Making and Use of Judgement:

- To demonstrate a flexible approach and ability to think outside the box.
- To establish a rapport with guests to build loyal and satisfied customers and advise Management/Supervisor of any guest complaints promptly.
- To be able to make quick and confident decisions within the defined parameters of the position.

Essential Internal and External Relationships:

- Welcome and acknowledge all guests according to company standards in a timely, friendly and efficient manner. Respond to and take responsibility for guest requests and follow up any incidences.
- Speak with others using clear and professional language, and answer telephones using appropriate etiquette.
- To attend department meetings and line manager meetings as directed.
- To maintain a good relationship between the Bar & Restaurant, C&B, Kitchen, housekeeping & Front of the House demonstrating a friendly, helpful positive attitude towards all co-workers.

EMPLOYEE SPECIFICATION

POST TITLE: Hotel Receptionist

DEPARTMENT: Reception

	Essential	Desirable	How Identified
SKILLS:	Good Customer service skills Good communication		Past employment record, interview
EDUCATION/KNOWLEDGE:	Good level of English and Maths and computer literacy		GSCE level 4 or above Past experience in job role or college/school environment
EXPERIENCE:		1-2 years in a customer service role	Past employment record