

## **Job Description**

### **Hotel Receptionist/Front of House**

#### **General Description**

The Hotel Receptionist is responsible for providing a friendly, welcoming and efficient service to all hotel guests, in line with the hotel's vision and values on customer satisfaction. The main purposes of the hotel reception area's staff are to respond courteously to guests' requests, play a part in the general running of the reception desk and help the General Manager to maintain a smooth room bookings service.

#### **Main Tasks and Responsibilities**

1. To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.
2. To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.
3. To deal with guest requests to ensure a comfortable and pleasant stay.
4. To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
5. To be responsible for accurate and efficient accounts and guest billing processes.
6. To assist in keeping the hotel reception area clean and tidy at all times.
7. To undertake general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area.
8. To administer all routes of reservations to ensure that room bookings are made and recorded accurately.
9. To ensure that all reservations and cancellations are processed efficiently.
10. To keep up to date with room prices and special offers to provide accurate information to guests.

11. To report any maintenance, breakage or cleanliness problems to the relevant manager.
12. To administer the general petty cash system and float in an accurate manner.
13. To undertake all training as required (eg, first aid, health and safety, customer service).
14. To adhere to all fire safety test procedures and to assist in the evacuation process in the event of fire.
15. To undertake any other ad-hoc duties (bar and restaurant work) relevant to the post, as and when required.

### **Skills and Experience Required**

A friendly and welcoming approach

High standards of dress and presentation

Ability to remain calm during difficult situations or in a very busy environment

The ability to work unsupervised

Excellent interpersonal skills, including a pleasant telephone manner

Good administrative skills and the ability to use email and booking systems

Good team working skills.

### **Skills and Experience (Desirable)**

Previous customer service experience

Previous experience in hospitality

Previous experience in media and promotions

Experience with Sage Payroll, Sage Accounts and VAT returns

Previous experience in Health & Safety, First Aid etc.,