

FURTHER PARTICULARS FOR THE ROLE

Post Title: Hotel Receptionist

Conference Aston

Reference Number: R110217

Closing date: 22nd June 2011

Interview date: 12 July 2011

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ROLE DESCRIPTION

Hotel Receptionist

Job Purpose

To provide professional efficient and knowledgeable assistance in a customer focused reception environment. This reception provides assistance to a unique blend of academic, commercial client, management development programme and hotel guest requirements.

The post holder will be required to assist in the efficient running of the Front of House activity within the conference Aston portfolio of facilities. These include the Management Development Centre and Lakeside Centre. Tasks include:

Responsibilities

Checking in/out and welcoming residential delegates and hotel guests.

- Check in all residential delegates and hotel guests, on the computerised booking system, ensuring that all information is correct, e.g. number of nights, rate charged, method of payment details.
- Give advice on local facilities e.g. banks, shops.
- Provide guests with information about on-site facilities, taking dinner reservations for the restaurant.
- Welcome delegates and direct them to arrival points.
- Assist Organisers/Trainers/Course Tutors – confirming event details, location, numbers, catering requirements, room configurations etc.
- Check out residential delegates and hotel guests, providing updated bills for guests on departure, taking payments for bedroom accommodation, and other additional chargeable items, either by cash, cheque, credit card, etc.
- Assist delegates with their fax and photocopying needs when appropriate.

Switchboard

- Cover two switchboards for Aston Business School and Conference Aston activities, transferring calls to relevant departments within the School and other University departments.

Reception

- Greet visitors for academic staff within the School and inform the host of their arrival.
- Welcome all visitors to the Management Development Centre including providing general information and enquiry service.
- Alert University security about any unwelcome guests or potential problems.

Car Parking

- Control and monitor access to the car park, directing delegates/visitors to alternative car parking on site as required.

Settlements/Banking

- At the end of each shift, accurately reconcile all monies taken, by collating all settled bills, producing settlement reports and ensuring that all methods of payment correspond with monies received.
- Post charges on to a computerised system.

Administrative Duties

- Update Guests Lists and Arrival/Departure Lists.
- Cross check all information to ensure it corresponds with arrivals, liaising with housekeeping to ensure rooms are ready for occupancy.
- Produce car parking reports.
- Print guest registration cards.
- Produce conferencing reports, identifying the service requirements of each event.
- Book hotel bedrooms and take other enquiries when the Conference Office is unavailable.

PERSON SPECIFICATION

MOA = Method of assessment

Application Form (AF) Interview (I) Presentation (P) Test (T)

	ESSENTIAL	MOA
Education/Qualifications	GCSE Grade C or above, or equivalent, in English and Maths.	AF
Experience	Previous experience in a similar role within a hotel/conference centre environment.	AF, I
	Experience of a hotel booking system.	AF, I, T
Aptitudes and Skills	Excellent communication and inter-personal skills, tactful and diplomatic, with a good telephone manner.	I
	Good keyboard skills.	I, T
	Excellent organisational skills.	AF, I, T
	Excellent customer service skills.	I
	Ability to work as part of a team.	I
Other	Ability to work on a 5 days out of 7 basis.	AF, I

	DESIRABLE	MOA
Aptitudes/Skills	Telesales skills.	AF, I

OUTLINE TERMS AND CONDITIONS OF THE APPOINTMENT

<i>Term of appointment:</i>	This post is offered on a fixed term contract of 1 year or until the original post-holder returns from maternity leave, if sooner. The appointment is Grade 5 and the salary range for this grade is £17,677 - £19,822 per annum.
<i>Holiday entitlement:</i>	Holiday entitlement is 25 days per year. The English public holidays and University closure days are in addition.
<i>Pension:</i>	Eligible staff are offered a defined benefit pension with the Aston University Pension Scheme.
<i>Performance related pay:</i>	In addition to the basic salary, the University operates a PRP scheme. Awards are determined on an annual basis.
<i>Qualifications:</i>	Successful candidates will be required to produce evidence of their qualifications upon joining the University.
<i>Relocation:</i>	Newly-appointed staff are required to establish their homes within reasonable daily travelling distance to and from the University. The University operates a relocation scheme to assist newly-appointed staff in meeting this requirement. Full details of the relocation scheme are included with offers of appointment.
<i>Medical examination:</i>	It is a condition of appointment that newly-appointed staff receive medical clearance from the University's Health Centre.
<i>Eligibility to work in the UK:</i>	Candidates who are not citizens of the United Kingdom, or of another EEA member country, should ensure that they meet the requirements of one of the 5 tiers of the immigration points based system. Candidates should check their eligibility to enter or remain in the UK <u>in advance of making any job application</u> using the points-based calculator on the UK Border & Immigration Agency (UKBA) website. If you do not meet the minimum points requirement, you will not be able to work in the UK and any application for employment would be unsuccessful.
<i>Document checks:</i>	As a result of the implementation of sections 15 to 26 of the Immigration, Asylum and Nationality 2006 Act on 29 February 2008, the University requires all prospective and, in some cases, current employees, to provide documentation to verify their eligibility to work in the UK. Further information about these requirements can be found on the UK Border Agency website. www.ind.homeoffice.gov.uk .

Full details of the salary scales, terms and conditions of service and associated policies and procedures are available on the recruitment website.

FURTHER ADVICE

Please contact Marie Walton, for an informal discussion about the post.

Tel: +44(0) 121 204 3274 Email: M.WALTON1@aston.ac.uk

If you would like information on the progress of your application, or advice on any aspect of the appointment process generally, or the terms and conditions of service, please do not hesitate to contact:

Rosie Cuckston	HR Advisor	+44 (0) 121 204 4576	r.cuckston@aston.ac.uk
Nadine Ataya	HR Assistant	+44 (0) 121 204 4570	N.F.ATAYA1@aston.ac.uk

EQUAL OPPORTUNITIES STATEMENT

Aston University undertakes to promote equality and diversity within the University Community in all aspects of its work. Further, it aims to ensure through its admissions policies for students and its recruitment and selection processes for staff that it encourages applications from all groups represented in the wider community at a local, national and international level. The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against students or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career at Aston. For further details of policies and codes of practice on race, gender, disability, religion and belief, sexual orientation and age see: <http://www.aston.ac.uk/staff/equalops/>

An Equal Opportunities Monitoring Form is included with the application form.

DATA PROTECTION ACT 1998

Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which may be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes enabling the University to monitor the effectiveness of its Policy, Code of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.