

Hotel Receptionist & Hotel Assistant

18th August 2015

Position: Receptionist & Hotel Assistant

Contracted Hours: 30 Hours a week + Overtime

Working Days: 4 – 5 Days a week including some weekends. You may finish late on some days 10PM.

REPORTS TO:

Line Manager – Simon

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 customer service both internally and externally.

MAIN RESPONSIBILITIES:

Deliver excellent customer service at all times

Assist in keeping Hotel reception area clean and 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 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 guests 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 line manager. This includes maintenance for all furniture, fittings and equipment

Provide reports, as required, for housekeepers 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 guests and emergency services

Maintain a personal knowledge by completing in-house and external training material when provided. All training must be completed to a proficient standard

Always adhere to all company policies and procedures and licensing laws

Attend, contribute and be involved with team meetings

Carry out instructions when given by management and head office

To conduct and record all fire safety weekly tests (assist)

To perform quarterly risk assessments for entire premises (assist)

To monitor and re-stock vending machine

To assist with linen preparation

To assist when required with housekeeping duties

To be punctual and maintain a professional appearance and adhere to uniform policy

To prioritise tasks in relevance of importance

To take orders for food and alcohol and if require assist with kitchen duties

Qualifications & Essential:

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 GCSE in Maths or equivalent

To be able to use Microsoft Office 2007

To be able to use Microsoft Excel 2007 Beginner Level

To be able to use Email

To have a reasonable grasp of IT

To have worked in a Hotel or customer facing role

To be able to sell

To be punctual and reliable