

HOTEL RECEPTIONIST/FRONT OF HOUSE JOB DESCRIPTION

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, and to play an integral part in the smooth running of the reception desk, as well as helping the General Manager in maintaining a pleasing overall experience for all.

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 or issues quickly, to maintain high quality customer service.
3. To deal with guest requests to ensure a comfortable and pleasant stay.
5. To be responsible for accurate and efficient accounts and guest billing processes.
6. To assist in always keeping the hotel reception area clean and tidy.
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.
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 (e.g., 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 (essential)

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

Previous experience in Health & Safety, First Aid etc.