

Hotel Receptionist & Hotel Assistant

Position: Receptionist & Hotel Assistant

Contracted Hours: 40 Hours a week

Working Days: 5 Days a week. Wednesday and Sunday are days off

Rota:	Monday:	2pm – 10pm
	Tuesday:	2pm – 10pm
	Wednesday:	Day Off
	Thursday:	2pm – 10pm
	Friday:	2pm – 10pm
	Saturday:	12.30pm – 8.30pm
	Sunday:	Day Off

REPORTS TO:

Line Manager – S Sivaraj

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 internal customer service.

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, email and blackberry
- 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 and update electronic shift diary. 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