



Job Description

TITLE:	Receptionist/Reservationist
DEPARTMENT:	Front Office
RESPONSIBLE TO:	Reception Manager

Job Purpose

To ensure that the highest standards of hospitality and welcome are demonstrated at all times. To complete all relevant procedures as laid down.

Main Responsibilities/Key Tasks

Reservation duties

1. To be fully conversant with special promotions offered by the hotel and to pass this information on to the guest whenever the possibility arises.
2. To promote the other departments within the hotel at every given opportunity in order to maximise hotel sales.
3. To make sure that all reservations have the correct deposit taken.
4. To ensure that all confirmations are sent out by the end of the shift.
5. To be aware of the hotel availability and that every opportunity to maximise room sales is taken.

Reception duties

6. Provide a hospitable service to the standards laid down by the hotel.
7. To offer assistance to other departments, including Bar, Restaurant, Spa and Housekeeping whenever you are needed.
8. Whenever possible to anticipate guests needs, to be aware of all written and spoken requests, to carry out these requests in a courteous and helpful manner.

9. To be fully conversant and able to operate the hotel's front office systems.
10. To ensure that all charges are correctly posted to the guests bills following the standard procedures.
11. To deal with cash, cheque and credit transactions and to ensure that any discrepancies are reported immediately.
12. To ensure that all messages received for guests are passed on accurately and as quickly as possible.
13. To carry out all Reception duties following procedures as outlined in the S.O.P. Manual.
14. To ensure the security of guests property, and lost property following security procedures
15. To ensure the correct levels of stationary are maintained in Reception.
16. To arrive for work at the correct time and to ensure your appearance follows the hotels set standards.
17. To undertake any other reasonable duties directed as by the Management.

Person Specification

Essential Criteria

Skills and abilities

1. The ability to empathise and communicate with a diverse range of individuals
2. The ability to work under pressure
3. To build and maintain a good working relationship with colleagues and customers at all levels.
4. To be adaptable
5. To be self-motivated with the ability to complete routine and non-routine tasks as needed.
6. Good attention to detail with the ability to spot errors and question information received.
7. The ability to empathise and communicate with a diverse range of individuals.
8. Basic numeric skills – being able to do basic calculations

Qualifications

9. Educated to GCSE standard Maths & English or equivalent

Experience/Knowledge

10. previous experience of working within a customer facing role
11. Experience of working with confidential information

Attributes

12. Willingness to learn how to use and maintain unfamiliar equipment or computer programmes etc
13. Must be flexible to work shifts over a 7 day period.

Desirable

1. Experience of working within a busy Hotel reception environment