

**JOB DESCRIPTION**

**POSITION:** Receptionist

**DEPARTMENT:** Reception/Front of House

**DIRECT REPORT:** Head Receptionist

**RESPONSIBLE FOR:** N/A

**ORGANISATION CHART**

**PURPOSE**

Working as part of the Front of House Department, the receptionist should provide a warm welcome to our guests guiding them through their visit to the hotel and working to exceed their service expectations.

**MAIN RESPONSIBILITIES AGAINST OUR FIVE NON-NEGOTIABLES**

**Creating Happiness in Amazing Places**

* Being the face of the Hotel when guests arrive, greeting them and attending to their needs
* Answering the telephone promptly, using the professional greeting set out by Exclusive hotels *and* Venues
* Provide management information to the relevant departments, i.e. arrivals and departure lists, special requests
* Managing arrivals and departures to ensure guests’ accounts are correct and paid on time
* Being accountable for the monies taken at reception and pay attention to the details so that accounts are accurately managed as well as counting and recording any safe counts
* Arranging any change needed for the bar team
* Ensure the front of house areas are well maintained
* Dealing with guest complaints, providing solutions to guest problems and referring any issues to senior members of staff and the sales department
* Support the Head Receptionist and Front of House Manager with the training of new receptionists and casual receptionists working on the desk
* Be responsible for the distribution of keys throughout the building, ensuring the correct procedures for the signing of keys are followed.
* Follow the guidelines laid out on the shift check list
* Assist reservations with the booking of rooms in the hotel and managing any queries out of reservation hours
* Has strong knowledge on the property and surrounding local areas providing quality service/recommendations to guests
* Allocating rooms to guests and offering assistance with luggage should it be needed
* Making arrangements for guests as needed, i.e. transportation, gifts, special requests
* To perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.

**Great People**

* To work as part of a team and to constantly evaluate, train and improve the experience of our guests
* Establish and maintain effective employee relations across departments

**Increase Revenue**

* To liaise with sales daily to improve communication & charging of rooms and events
* Liaise with accounts to ensure we are processing payments correctly, handling cash correctly and also keeping a correct record of the safe counts
* To ensure all opportunities to generate revenue for the hotel are maximised and there is a strong channel of communication between sales to ensure effective, efficient and wholly beneficial operations for both staff and guests alike
* To offer any additional requests when taking a booking i.e. flowers, champagne/prosecco for special events/VIP’s
* To upsell and offer upgrades where possible

**Improve Profit**

* Be mindful of our resources and environment to ensure we limit costs where possible
* Be accountable for the company assets and the costs associated with them

**Strong Brand**

* Promote guest services and Exclusive Hotels and Venues as a whole
* Request feedback on the guests experience at the Hotel making sure to report correctly
* Ensure all complaints however small are dealt with or passed up to Head receptionist/Operations Manager
* Complies with Exclusive Hotels *and* Venues policies and procedures
* Participation in group meetings held across property
* Stays up to date with company training

**Health and Safety**

* To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place – DSE must be filled out and reviewed
* The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory
* To report any defects in the building, plant or equipment according to hotel procedure
* To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures
* To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety
* To be fully conversant with:

The Hotel Fire and Bomb Procedures

The Hotel Health and Safety Policy Procedures

Departmental Food Hygiene Regulations

C.O.S.H.H. Regulations

Staff Handbook

**GENERAL**

* Display a professional image of Exclusive Hotels *and* Venues by delivering the company values and demonstrating the courtesy standards and non negotiables at all times
* Keeps immediate supervisor / Duty Manager promptly and fully informed of all problems or unusual matters of significance
* To attend all training courses as and when required
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position
* As the hotel’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours
* The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate

**Skills & Experience Required**

* Excellent communication skills & (verbal, listening, writing)
* Excellent personal presentation at all times
* Confident when to speaking to others at all levels
* Guest focused, with excellent customer service skills
* Enthusiastic and positive outlook
* Strong attention to detail
* Numerical, and confident with payment procedures
* Good sales awareness
* Organised with excellent timekeeping

**NOTE**

This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

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Employee Name (print) Date

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Employee Name (Signature) Date