



**Job Title** Hotel Receptionist

**Responsible to** Shift Leader / Reception Manager

**Job Purpose**

To receive, welcome and register guests. Ensure and excellent service at all times. To accurately complete all reception documentation.

**Commitment to Quality - All Staff are expected to care for our customers in a friendly, helpful, efficient and professional manner at all times, and to deliver a high level 5 star standard of customer care.**

**Role & Responsibilities**

- To answer the switchboard in a friendly and efficient manner as detailed in the SOP manual.
- To ensure all calls are passed to the relevant department/persons.
- To have full up-to-date knowledge of the hotel and services
- To take reservations and enter bookings on to the system
- To allocate guest rooms and check guests in
- To liaise with Housekeeping throughout the course of the shift informing them of room moves, special requests, extra departures etc to ensure no problems occur
- To assist guests with any queries throughout their stay
- To deal with foreign exchange
- To check guests out and ensuring bills are paid and receipted correctly
- To balance cash and bills at the end of each shift. To be responsible for the float while on duty
- To keep desk clean and tidy
- Assisting porters when they are busy to accompany guests to their bedrooms
- To maximise selling opportunities by adding customer value at every opportunity
- To handle customer complaints promptly and professionally, demonstrating genuine customer care.
- To adhere to the correct uniform/appearance policy and maintain personal hygiene at all times
- To undertake any other duties requested by management
- To comply with all legal requirements in respect of health, safety and welfare of staff and customers
- All staff of the company are required to make themselves available for training and communication meetings, for which advance notice will normally be given
- All staff must attend fire training as required by law, and to be familiar with the departmental responsibilities