

Job Description : Head of Reception



Washingborough Hall
HOTEL | WEDDINGS | EVENTS

General Description

Head of Reception is responsible for the provision of a friendly, welcoming and efficient service to all hotel guests, in line with the hotel's vision & high values on customer satisfaction. The main purposes of the hotel reception staff are to handle incoming enquiries, process bookings, and play a major part in the general day to day running of the hotel.

This is a full time position averaging 40 hours per week. 28 days holiday per annum including bank holidays.

Hourly Rate £12 – 12.50 per hour depending upon experience.

Main Tasks and Responsibilities

1. Full responsibility for staffing of the reception function within the hotel. Ensuring all team members are suitably inducted, trained, well presented and fully capable in all systems & their duties.
2. To undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience.
3. To build a good rapport with all guests and resolve any complaints / issues quickly to maintain high quality customer service. To deal with guest requests to ensure a comfortable and pleasant stay.
4. To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
5. Full responsibility for accurate accounts and guest billing processes.
6. Full responsibility for keeping the hotel reception area organised, clean and tidy at all times.
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. Full responsibility for ensuring all reservations and cancellations are processed efficiently.
10. To keep up to date with room prices and special offers to provide accurate information to guests.
11. To report any maintenance, breakage or cleanliness problems to the relevant person.
12. To administer the general petty cash system and float in an accurate manner.
13. To conduct and undertake all training as required.
14. To administer & adhere to all fire safety procedures & to control the evacuation process in the event of fire.
15. To undertake any other ad-hoc duties (bar / restaurant / housekeeping) relevant to the post, as and when required.
16. Duty to manage personal work time effectively and productively. Full responsibility for ensuring staff costs are within the company budget and team are always working productively.
17. To maximise room rates using a positive sales attitude.