

Job Description

Post	Reception Associate
Reporting To:	Head of Reception
Responsible For:	N/A

DUTIES AND RESPONSIBILITIES

The main purpose of the role is to provide a friendly, welcoming and efficient service to all hotel guests, in line with the hotel's vision & high values on customer satisfaction.

The role mainly involves supporting the Head of Reception by handling incoming enquiries, processing bookings, and generally playing a major part in the overall day to day running of the hotel including organisation of events.

Daily reception shifts run from 7am to 3pm and 2.30pm to 11pm (or later (maybe 12.30am) if there is a wedding / event on).

The role requires constant communication, enthusiasm, energy, a smiling smart appearance and disposition at all times.

The principal responsibilities & duties to be undertaken successfully will include the following:

- Undertake general office duties, including correspondence, emails, filing and switchboard, to ensure the smooth running of the reception area. This does include the regular liaising with other hotel departments.
- Administer all reservations to ensure room, event and restaurant bookings are made and recorded accurately.
- Process any cancellations efficiently.
- Keep up to date with room prices and special offers to provide accurate information to guests.
- Undertake front of house duties, including meeting, greeting and attending to the needs of guests, to ensure a superb customer service experience from arrival to departure.
- Report any maintenance, breakage or cleanliness problems to the relevant manager/ Directors.
- Build a good rapport with all guests to ensure a comfortable and pleasant stay.
- Assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- Responsibility for accurate and efficient accounts and guest billing processes.
- Administer the general petty cash system and float in an accurate manner.
- Undertake all training as required (e.g., first aid, health and safety, customer service).
- Strictly observe all health, hygiene, safety and fire regulations reporting any issues of concern that may arise.
- Manage personal work time effectively & productively ensuring a safe and positive team ethic by adopting a professional and motivated and enthusiastic approach to all work.
- Comply and keep up to date with all policies and operating standards and procedures.