



JOB DESCRIPTION	
JOB TITLE:	Receptionist
REPORTING TO:	Reception Manager
MAIN PURPOSE OF JOB:	Consistent delivery of high standards of customer service. Promotes a professional and positive image to guests.
GENERIC KEY ACCOUNTABILITIES:	<ol style="list-style-type: none"> 1. A safe, secure and hygienic environment for customers, staff and visitors to be maintained 2. All equipment to be operated in line with trained instructions 3. Equipment and premises to be maintained in a clean, working condition 4. Opportunities to be taken to promote products to our customers at every opportunity e.g. Loyalty, resorts, vouchers. 5. Prompt response to be given to the service needs of customers. 6. Customer satisfaction to be checked during customer's visit to department 7. Accurate payments to be dealt with in accordance with the Hotel's standards and the company's cash and data handling procedures 8. All visitors to be warmly received and their needs anticipated in an appropriate manner. 9. To participate fully in reviews and meetings 10. Positive working relationships to be established and maintained with colleagues throughout the hotel 11. Company Handbook to be abided by, and employees to be aware of any changes made 12. Commitment to be displayed to training through participation, sign off training records, post course work and application of learning in the workplace 13. Full compliance and commitment to core standards to be demonstrated 14. To comply with any other reasonable request made by a manager of the company.

Reviewed Dec 2010



**JOB SPECIFIC
ACCOUNTABILITIES:**

Customer Service:

1. To ensure core and departmental standards are adhered to at all times
2. To exceed customer expectations (Wow Factor)
3. To give the hotel a lasting first and last impression
4. To ensure consistent, efficient and friendly service is given throughout a guests stay
5. Service maintained when front office systems go down
6. Ensure that the desk is manned at all times
7. Has a basic understanding of local attractions

Communication:

1. To perform a thorough handover at the end of each shift.
2. To feedback positive and negative comments from guests to relevant departments
3. To ensure any communication for a guest gets to them promptly
4. To ensure calls are transferred to the relevant departments quickly and efficiently
5. To ensure messages and bookings are taken and delivered promptly to other departments within the hotel
6. To handle guest problems and queries in a professional manner.

Sales:

1. To maximise every opportunity to capture revenue
2. To be fully aware of how to make a reservation.
3. To know how to handle an ' out of hours' conference or wedding enquiry professionally
4. Ensures to upsell at all relevant opportunities, to enhance to guest stay and the benefit of the hotel.
5. To proactively listen for sales leads and pass to the relevant department.

Systems:

1. To have an excellent understanding of the hotel Front Office System
2. To have a basic knowledge of Word, Excel and Outlook and know how to locate various documents
3. To understand the switchboard and telephone systems
4. To know how to access the relevant helpdesks if any systems go down
5. Carry out departmental check list in accordance with departmental procedures.
6. To have a basic understanding of the back up system



	<ol style="list-style-type: none">7. To have a clear understanding for all systems that interlink with reception - such as interfaces, servers, printers, POS systems, minibar, vincards, servebase8. Complete the Centre of excellence training programme inline with system skills. <p>Security:</p> <ol style="list-style-type: none">1. To ensure that cash and key handling procedures are being carried out in accordance with departmental standards2. In compliance with the data protection act, keep all guest information private.3. To ensure hotel procedures are followed with regards to guest property. <p>Health & Safety:</p> <ol style="list-style-type: none">1. To be aware of specific departmental Health & Safety regulations.2. Carry out risk assessments within the department with the department manager3. Manage any Health & Safety issues and report to the necessary person.4. To have a full understanding of the emergency procedures
KEY MEASURES:	<ul style="list-style-type: none">· Mystery Guest Reports· Test Call Results (Both formal and performed by reception manager)· Guest Feedback Forms· Talkback Surveys· AA scores· System Audits

I have read and fully understood the responsibilities and accountabilities related to my role.

Date: _____

Printed Name: _____

Signature: _____