



JOB DESCRIPTION

Job Title:	Receptionist	Department:	Reception
Responsible to:	Reception Manager	Responsible for:	Self

Main purpose of role:

- To provide a welcoming reception service at Magherabuoy House Hotel to a standard which delights customers, meets statutory requirements and contributes to the delivery of departmental business objectives

Qualifications preferred:

- NVQ Level 2 in ICT, Administration or a Hospitality discipline
- Knowledge of Health and Safety legislation
- First Aid qualification
- Welcome Host training

Personal attributes:

- Ability to prioritise duties according to customer need and business demand
- Attention to detail
- Team working, communication and inter-personal skills

Selected terms & conditions:

- **Salary** – Band 2
- **Days & hours of work** – Full time, permanent (39 hours per week, 5 out of 7 days)
- **Holidays** - Statutory holiday entitlement, allocated subject to management approval



Main duties, tasks and responsibilities:

You are expected to be well-presented and carry out all duties, tasks and responsibilities conscientiously and diligently. The main duties, tasks and responsibilities associated with your role include, but are not limited to:

- Preparation of the reception areas, including ancillary and customer areas, for service
- Meeting, greeting and attending to customers; explaining product range, specialist offerings; anticipating guest needs and upselling; processing payments
- Striving to ensure a high standard of customer service; and when necessary taking the lead in dealing with and remedying complaints
- Dealing with all enquires and messages in a prompt and professional manner
- Following hotel protocols in the handling and processing of client information, including adherence to data protection regulations,
- Assisting in the management of accommodation supply in order that the maximum number of bedrooms are sold at the optimum price using approved channels and platforms
- Carrying out a thorough shut-down at end of service ensuring all protocols are followed in preparation for the next shift
- Carrying out cashier processes in accordance with company policy
- Maintaining all equipment in your control in good working order
- Working in a team environment with other members of Hotel staff, ensuring high standards of communication with colleagues and other departments
- Fulfil your duties to the highest possible standard and follow all company processes
- Complying with the directions of your manager; adhering to all company rules, written and otherwise
- To liaise with colleagues, other supervisors and management in the running of the reception department; contribute to the running of the Hotel as a member of the service team
- Meeting legislative standards for fire, health, hygiene and safety and to participate in all in-house procedures to ensure these requirements are met by the employer
- Any other duties reasonably required and within the expected competence associated with the role for which you have been employed, and in the interests of the business

Signed & accepted

Employee: _____

Employer: _____

Date: _____

Date: _____