



Job Description

Job Title: Receptionist
Department: Reception
Responsible To: Reception Manager

Main Purpose:

To deliver a warm, attentive, professional service to customers visiting the establishment and those making enquiries about the hotel as well as delivering any other customer focused service when required in line with our standards. Also handling such enquiries with precision as well as courtesy so that the customer receives what is agreed and that any transactions are free from error. Liaising with Reservations and other departments.

Main Duties and Responsibilities:

1. Readiness of self for service which includes maintaining a high standard of appearance and hygienic preparation (e.g. nails, clothing, hair and personal hygiene) suitable for close contact interaction with customers, thus projecting a professional and pleasant image.
2. The diligent handover of a shift to a colleague communicating everything pertinent to the requirements of customers and other information needed for successful on-going operations e.g. passing on of messages. Also preparing at the start of shift everything required for a smooth operation e.g. updating of customer information, signage for conferences, ordering etc.
3. The accurate taking of bookings and recording of customer requirements using the required recording method i.e. manual or computerized system, confirming/repeating back to the customer what is ordered to avoid misunderstandings. Typical tasks include:
 - Registering guests
 - Allocation of rooms
 - Checking out departing guests
 - Dealing with guest complaints
 - Check accuracy of input into Opera, as well as content and legibility of registration cards.
 - Liaise with housekeeping in administering all special requests.
4. Be fully conversant with and confidently handle reservations enquiries and switchboard duties.
5. Be fully aware of the various methods of payment accepted by the company and be fully conversant with the hotel's credit policy as it applies to the following:
 - Cash payments
 - Credit card payments
 - Accounts to company
 - Third party payments
 - Voucher payments



6. Ensure accuracy of guest bills.
7. Create a warm, friendly and respectful rapport with guests, including a polite and courteous manner, cheerful disposition and punctuality.
8. Handle promptly and courteously all guest comments, questions, complaints, requests and inquiries, taking the necessary action and ensuring thorough follow through.
9. Familiarise yourself with the guests needs and requirements in order to ensure guest satisfaction and efficient and friendly service.
10. Ensure all VIP requests are dealt with accurately, and that they receive the appropriate service and attention.
11. Ensure guest privacy and security, respecting confidential information.
12. Assist senior colleagues with any other relevant and necessary tasks as required.
13. Assist fellow employees to perform similar or related jobs when necessary.
14. Continuously endeavor to improve your job knowledge, and attend any meetings or training sessions/courses as required.
15. Be fully conversant with and able to sell and promote all services and facilities available to guests using the hotel, as well as any other special promotions at the time.
16. Be fully conversant with current and future availability at any given time, and be fully aware of all daily events and anticipate actions to take in preparation for same.
17. Be fully conversant with hotel standards of operation and department procedures.
18. Pass onto the sales/events department any possible leads, which could develop into future business.
19. Greet customers in a friendly, polite manner, whether in person or by telephone, or by using other media, to create an excellent 'first impression' and instill a good feeling consistent with our hospitality aims.
20. Check customer response and reaction to service during his/her 'service journey' with us to ensure total satisfaction. Ideally resulting in repeat business and recommendation of our establishment to others.
21. Employ 'upselling' of products and services contributing to the customer experience e.g. the making of restaurant reservations, sales of tea or coffee, promotion of forthcoming events, promotion of other Leaderboard centres etc.



22. Provide specific information when asked concerning the layout of the establishment, opening times and contact names e.g. Golf professional. Also act as a source of information and literature, if available, for guests in relation to local 'tourist' destinations.
23. Undertake the accurate billing of what the customer(s) has had, avoiding mistakes and over/under-charging errors. Dealing efficiently with payment transactions at point of sale and subsequent 'cashing up' strictly to conform with internal standard operating procedures.
24. Work effectively as a member of the team ensuring that customer needs are paramount and that co-operation with others in immediate team is exemplary as well as other internal service relationships i.e. other departments.
25. Comply with all rules and regulations e.g. office and fire safety, use of computers, maintenance of confidentiality, completion of administration, self-certification, absence reporting etc.
26. Effectively utilize any equipment and office machines and efficiently handle and distribute incoming/outgoing mail and parcels.

This list of duties is not exhaustive, nor is it intended to be, and duties are not listed in any order of priority.