

EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

J O B D E S C R I P T I O N

JOB TITLE	Receptionist
DEPARTMENT	Rooms Division
TEAM	Reception
RESPONSIBLE TO	Reception Manager

Job Summary

Reporting into the Reception Manager, you will be responsible for creating a memorable reception experience for our guests. You will provide a smooth checking in and checking out service, process payments and liaise with all departments to satisfy guest requirements. You will maximise room occupancy and promote the Hotel's services and facilities.

Main Duties

- Be the first point of call at Reception. This includes checking in and out guests, issuing keys to guests and processing cash and card payments using the Hotel software system and PDQ machine.
- Ensure all visitors and contractors are registered at Reception.
- Operate the switchboards and take accurate telephone messages for guests and staff, arranging any early morning calls as required.
- Make additional charges to guest and conference accounts, using the Hotel software system.
- Be responsible for a cash float which must be balanced at the start and end of each shift. Ensure the float has adequate changed and request further change when required.
- Actively upsell rooms, dinners and additional services.
- Assist with the allocation of bedrooms and special requests on bookings.
- Give accurate information regarding bedroom availability and rates, upselling and upgrading whenever possible.
- Respond to guest feedback and action appropriately.
- Charge prepaid bookings such as Expedia, Booking.com
- Identify rooms with high balance and report to next Receptionist on shift.
- Assist all guests with enquiries, booking taxis, directions and any special requirements they may have.
- Record any maintenance issues and take the necessary action to communicate these to Maintenance and Housekeeping teams to ensure the minimum impact on guests.
- First responder in any incidents relating to guests requiring First Aid.

- Wear uniform provided and be of smart appearance at all times.
- Assist with staff training and new procedures as necessary.
- Carry out any other duties and show flexibility in hours commensurate with the grade of the post as many be reasonably request by the management team.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer of guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

Person Specification

Experience

- Previous receptionist experience within a fast-paced professional environment, ideally in the hospitality industry.
- Background in hotels, conferences or a multi-site catering establishment within the hospitality industry would be advantageous.

Knowledge and Skills

- Exceptional customer service skills, with the ability to put the guest at the heart of everything you do.
- Ability to effectively communicate with colleagues at all levels.
- Ability to work on own initiative and under pressure.
- Strong organisation and administrative skills.
- IT skills including Microsoft Word, Excel and email and preferably experience of hotel systems.
- Enthusiasm and commitment.
- Ability to work successfully and collaboratively in a team.
- Proactive and willing to take on additional duties.
- Numeracy skills.

Qualifications

- Good standard of general education (GCSE English and maths, or equivalent)
- Health and Safety awareness training would be advantageous
- Qualified First Aider or willingness to be trained