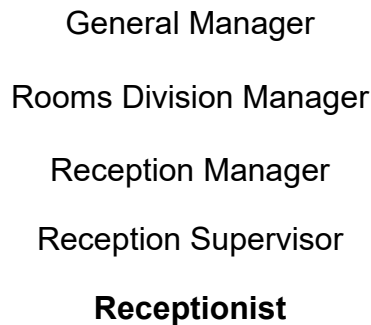


JOB DESCRIPTION

JOB TITLE	Receptionist
DEPARTMENT	Edgbaston Park Hotel and Conference Centre
RESPONSIBLE FOR WHICH OTHER POSTS	
RESPONSIBLE TO	Reception Manager

Organisation Chart



Job Summary

Reporting into the Reception Manager, you will be responsible for creating a memorable reception experience for guests. You will provide a smooth checking in and 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 guest arrivals and checking out guest departures; issuing keys to guests; processing cash and card payments using the hotel software system and PDQ machine.
- Ensure all visitors and contractors are registered at Reception.
- Responsible for operating the switchboards and taking accurate telephone messages for guests and staff, arranging any early morning calls as required.
- To 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 reporting 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.
- Be the first response 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.

Knowledge, Skills, Qualifications & Experience Required

Essential

- Previous Receptionist experience within a fast-paced professional environment, ideally in the hospitality industry.
- Ability to work on own initiative and under pressure.
- Strong organisation and administrative skills.
- Exceptional customer service skills.
- Basic IT skills including Microsoft Word, Excel and email and preferably experience of hotel systems.
- Energy, commitment and enthusiasm.
- Ability to work in a team.

Desirable

- Background in hotels, conferences or a multi-site catering establishment within the hospitality industry.
- Health and Safety awareness
- Qualified First Aider
- Fire Warden