



BRYN MEADOWS

GOLF › HOTEL › SPA

JOB DESCRIPTION

POST: Head Receptionist
HOURS: 40 Hours

Purpose of the Role:

As our Head Receptionist, your most important role is leading and motivating a team of Reception staff to ensure they are giving the best customer service possible in a busy hotel environment. Working as part of a team and following instruction to provide a friendly, efficient and proactive customer service to all hotel guests.

Responsibilities:

- To follow established Company Policies and Procedures to maintain company standards in all areas of responsibility with particular emphasis on Customer Services and to motivate and supervise training of all members of the team to achieve consistently excellent standards.
- To complete weekly rotas, timesheets and enter onto payroll.
- Communicate with all departments within the hotel.
- Able to work flexible shifts on a standard shift pattern: 7.00am to 3.00pm and 3.00pm to 10.00pm, working 5 out of 7 days each week covering weekends and Bank Holidays.
- To have a good understanding and knowledge of all hotel facilities
- To check in and out guests.
- To upsell all facilities, to maximise revenue for the hotel, at the same time enhancing the guest experience.
- To maintain the main switchboard, direct calls and emails through to the relevant people or pass on messages where appropriate.
- To make the relevant reservations on the hotel booking system for accommodation requests.
- To assist guests and members of the public when making enquiries regarding accommodation, events and memberships.
- To take payment for memberships, events and accommodation.

Requirements & Skills

- Proven work experience as a Receptionist, Front Office Representative or similar role.
- Proficiency in Microsoft Office and Excel
- Professional attitude and appearance
- Customer service attitude
- Multitasking and time management skills and ability to prioritise tasks
- Excellent organisational skills
- Solid written and verbal skills
- Ability to be resourceful and proactive when issues arise