

ROLE DESCRIPTION

Job Title:	Receptionist/General assistant
Number of Posts:	1
Reports to:	Proprietor/Reception Manager/Duty Manager
Responsible for:	N/A

Main Purpose of Role: Depending on rota

Receptionist:

Greet guests and make them feel welcome, process room bookings and cancellations and handle general requests by guests during their stay delivering the highest level of customer service in accordance with guest expectations.

Core Responsibilities

- Greet guests and act as point of contact throughout their stay to ensure their needs are met in accordance with hotel standards.
- Offer advice regarding things to do and make bookings.
- Supply our guest's top ups of our room products from back of reception if they request them.
- Answer phone and emails and deal with all enquiries, bookings, changes to bookings and cancellations and ensure all room and restaurant bookings are entered on to the booking system and that any amendments to bookings are properly reflected on the system.
- Check and maintain security of floats/petty cash. End of Shift balancing.
- Undertake general administrative duties as directed.
- Ensure guest requirements are passed to the relevant departments (housekeeping/kitchen/restaurant etc).
- Update menus including Specials and Daily menus on our till system and type seasonal changing menus.
- Assist bar person making drinks in lounge if required.
- Ensure that appropriate lighting is switched on in the hotel in accordance with the time of day and season of the year.