

**Job Title:** Receptionist

**Location:**

**Line Manager:** Reception Manager

**Key Communications:**

- Reception Manager
- All hotel departments
- Reservations/ Meeting & Events departments
- Central Reservations Office
- Own team
- Customers
- Senior hotel managers
- Night Team

**Job Purpose / Summary:**

- To ensure total guest satisfaction.
- To be responsible for maximising room revenues in line with the Company's Core standards, providing efficient and courteous service.

**Core Accountabilities & Performance Indicators**

These indicators are what the Company can expect to see when the role is being performed to the required standard.

To provide first class service to the hotel guest	<ul style="list-style-type: none"> <li>• Assist all guests in a sincere and courteous manner, wherever possible going the extra mile to ensure guest satisfaction.</li> <li>• Deals with guests promptly upon arrival and departure, as per Core Standards for check in and out procedures.</li> <li>• Demonstrates a working knowledge of all services and facilities of the hotel, as well as local area. Therefore, ensuring our guests are assisted effectively.</li> <li>• Professionally and competently operates the telephone system in line with both operating and Core Standards.</li> <li>• Professional appearance and manner to all visitors, resulting in positive PR both internally and externally.</li> </ul>
Abides by Corus Policies	<ul style="list-style-type: none"> <li>• Performs all guest accounting functions according to the Company and Hotel policies and procedures, ensuring all guest accounts are complete and accurate.</li> <li>• Adheres to the Company Credit Policy.</li> </ul>
To actively promote sales.	<ul style="list-style-type: none"> <li>• Demonstrates the use of sales conversation to effectively sell bedrooms and conferences, maximising occupancy, average rates and yield.</li> <li>• MORE TEXT ON FULL RESOURCE</li> </ul>
To ensure co operation and compliance with all legislation relevant to your role in the business.	<ul style="list-style-type: none"> <li>• Must attend all H &amp; S and fire as directed by designated Line Manager.</li> <li>• MORE TEXT ON FULL RESOURCE</li> </ul>
To ensure that Learning and Development is undertaken to enable you to fulfil your job role.	<ul style="list-style-type: none"> <li>• MORE TEXT ON FULL RESOURCE</li> </ul>
To ensure that a good level of product and local knowledge for guests when requested.	<ul style="list-style-type: none"> <li>• MORE TEXT ON FULL RESOURCE</li> </ul>

**Competency Framework for a Receptionist**

<b>Adaptability</b>	<ul style="list-style-type: none"> <li>• Flexible</li> <li>• Responds to change positively</li> <li>• Calm under pressure</li> <li>• Thinks ahead</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Is clear and Open</li> <li>• Encourages other to share ideas</li> <li>• MORE TEXT ON FULL RESOURCE</li> </ul>
<b>Creativity</b>	<ul style="list-style-type: none"> <li>• Looks for fresh ideas</li> <li>• MORE TEXT ON FULL RESOURCE</li> </ul>
<b>Decision making</b>	<ul style="list-style-type: none"> <li>• Can act on own initiative</li> <li>• MORE TEXT ON FULL RESOURCE</li> </ul>
<b>MORE TEXT ON FULL RESOURCE</b>	<ul style="list-style-type: none"> <li>• MORE TEXT ON FULL RESOURCE</li> </ul>
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The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guest needs is required by all employees.

I confirm that I have read and agree this Job Description, explaining the main duties of my job.

Signed: \_\_\_\_\_ (Job Holder)

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_ (Departmental Manager)

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

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