



JOB DESCRIPTION

Position:	Receptionist
Reporting to:	Front Office Manager
Contract type:	Permanent
Hours of work:	40hpw, days and shift pattern will vary based on the needs of the business

Job Purpose/Summary:

Working within the Front Office department, ensuring total guest satisfaction at all times. Managing the day-to-day front office desk, dealing with check in's and check outs. To be responsible for maximising room revenues in line with the Company's Core standards, providing efficient and courteous service. Ensure all brand training is completed and that the Front Office operates within the brand standards. Working collaboratively across the full site, supporting other departments when needed. Supporting and working within the Racecourse lodge when required.

Key Responsibilities:

To understand the impact of effective cost control while undertaking the role.	<ul style="list-style-type: none">● Performs all guests accounting functions according to the Company and Hotel policies and procedures, ensuring all guest accounts are complete and accurate.● Adhered to the Company Credit Policy.● To control through correct usage, stock rotation, minimising wastage and stock ordering where applicable.● Financial awareness and understanding of how the role impacts the hotel profit and loss account.
To actively promote sales and ensure a good level of product and local knowledge for guest when requested.	<ul style="list-style-type: none">● Demonstrates the use of sales conversation to effectively sell bedrooms and conferences, maximising occupancy, average rates and yield.● Receives and process telephone and walk in reservations accurately.● Understanding the business and keeping up to date with hotel's sales selling strategy and letting policy and promotions.● Understanding competitor occupancies and passing on observations to the sale teams.● Must be aware of hotel facilities, restaurant / bar opening times, hotel products and services and disabled facilities.● Promoting and up-selling products and services.● Knowledge of local area● Identifies possible sales leads and passes to sale team.● Know who to ask or where to find information if unable to answer customer queries.● Knowledge of the Central Reservations Office.



	<ul style="list-style-type: none"> ● Be flexible in responsibilities, working closely with Food & Beverage.
To ensure co-operation and compliance with all legislation relevant to your role.	<ul style="list-style-type: none"> ● Must attend all H&S and Fire Training as directed by designated Line Manager. ● Ensure that while you undertake your role you abide by the Health and Safety at Work Act 1974 and safe systems of work appropriate to your role. ● In use of company nominated chemicals, it is your responsibility to comply by COSHH. ● Understand the importance of adhering to company policy with reference to Hazard spotting, first aid reporting accidents. ● To have a complete understanding of hotel and Company procedure in event of a fire. ● Vigilance, awareness and appropriate action in maintaining departmental and hotel security. ● To ensure the Company Health and Safety, Food Safety and COSHH legislation are adhered to; this will involve action and appropriate training.
To ensure that Learning and Development is undertaken to enable you to fulfil your job role.	<ul style="list-style-type: none"> ● Attend hotel and departmental induction. ● Complete relevant workbooks ● Complete Fact Files ● Attend 1:1 meetings and performance reviews ● Development through training (e.g. self-development through NVQ's, in house training (Hilton University + Liberty, etc.) ● Being a Buddy for new starters ● Complete six Monthly Hilton University refresher training.

Personal Specification:

Experience	<ul style="list-style-type: none"> ● Previous experience working within a Front Office department ● Previous experience within a branded, franchised hotel is a distinct advantage ● Previous experience of using a hotel system (OnQ is an advantage)
Adaptability	<ul style="list-style-type: none"> ● Flexible and adapts quickly and positively to new situations ● Thinks ahead and develops contingencies ● Is calm under pressure
Communication	<ul style="list-style-type: none"> ● Communicates clearly and openly both verbally and in writing ● Pitches information at the appropriate level ● Motivates, informs and clarifies goals and expectations to the team ● Attends meetings as necessary to ensure effective communication and business focus across all departments
Integrity	<ul style="list-style-type: none"> ● Open and honest ● Treats people fairly and appropriately ● Respects confidences ● Adhere to legal obligations



Team Work	<ul style="list-style-type: none">• Motives and inspires their team to perform and ensure goals are achieved. Provides direction and guidance• Supports, develops and encourages others• Train and develop team to meet business
Additional Requirements	<ul style="list-style-type: none">• Demonstrates a competence in training/presentation skills• Flexible approach to work

Other:

To comply with all Health and Safety procedures associated with the department at all times.

This relates to:

- Standards and procedures of correct working practices
- The completion of risk assessments
- COSHH regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy with regard to:

- product control and waste minimisation
- proper care and maintenance of equipment to prolong its life
- using towels in appropriate quantity to minimise unnecessary laundering
- proper separation and disposal of cardboard, paper and glass in recycling bins
- minimising energy wastage by switching off unused lights, heating, PCs and equipment

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Signed by Employee..... Date.....

Signed by Line Manager..... Date.....