



Wolverhampton Racecourse – Holiday Inn

Position:	Receptionist
Reporting to:	Guest Services Manager
Contract type:	Full Time
Hours of work:	40 hours per week 5 out of 7 days

About the role

Assist the Guest Service Manager in the day-to-day management of all aspects of the Front Office operation, including guest registration, guest welcome, business centre services, telephone operations, concierge services, and guest reservations. This role plays a key part in ensuring the smooth running of the front desk while delivering a memorable guest experience that reflects and brings the brand to life.

The position requires a proactive and highly motivated individual with a positive attitude and a strong understanding of front office operations. Previous experience within the Hotel and Leisure industry is essential.

At Holiday Inn, we value people who are friendly, welcoming, and full of energy individuals who naturally create a warm atmosphere and consistently look for ways to ensure every guest enjoys an exceptional experience.

Key responsibilities for the role will include

Financial returns:

- Assist the Guests Service Manager monitor budget and control labour costs and expenses
- Assist the Guest Services Manager and F&B team to increase the Food & Beverage revenue paying particular attention to increasing the non-resident side to this

Key Responsibilities

- Ensuring all guests receive the best experience and stay
- Checking IN/ out of guests
- Answering all calls and directing calls to the correct people
- Reservation handling including reservation checks and any correspondence



- Making sure all guests are given Welcome letters along with the correct Members Letters on arrival
- Invoice Settlements
- Ensuring all staff are inputting parcel deliveries and emails are being sent
- IHG Reward sign- ups, encouraging and leading the team to be active in this area
- Assist the F&B team at busy times when possible
- Ensure staff on duty in Reception are in correct uniform
- Upholding Brand Standards across front of house
- Assisting the Guest Service Manager to keep Hotel Metrics within the guidelines or to surpass the guidelines

Experience Required

- Previous hotel reception or front office experience is essential.
- Strong ability to prioritise tasks and manage workload effectively in a busy environment.
- Experience conducting routine inspections of front-of-house and public areas, with the ability to take prompt action to address any issues.
- Ability to work independently as well as collaboratively within a team.
- To be able to work as an individual as well as part of the team.
- Flexible approach to working hours and responsibilities.
- Strong guest service focus with a commitment to delivering excellent guest experiences.
- Excellent communication and interpersonal skills.

Responsible business

- Ensure all billing instructions and guest credit arrangements comply with the hotel's credit policy, and that all financial transactions are processed securely.
- Assist in training team members on PDQ procedures and act as a central communication point during emergency or crisis situations.
- Support the Guest Services Manager in maintaining 24-hour Front of House coverage, including arranging or providing emergency cover when required.
- Assist with all aspects of the annual IHG audit, ensuring compliance and completing any required follow-up actions.
- Carry out any additional duties as required to support the smooth operation of the hotel.
- Conduct routine inspections of front-of-house and public areas, taking prompt action to address and resolve any deficiencies.



- This role is part of the Guest Services team at a full-service hotel and racecourse and reports directly to the Hotel Operations Manager and General Manager.

Personality

You are to demonstrate:

- Friendly, welcoming, and approachable with a positive attitude.
- Calm and composed under pressure, able to handle challenging situations confidently.
- Organised and proactive, with strong attention to detail.
- Reliable and responsible, with a strong work ethic.
- Team-oriented, while also able to work independently when required.
- Flexible and adaptable in a fast-paced hospitality environment.
- Guest-focused, with a genuine passion for delivering excellent service.

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 in conjunction with the Operations & Safety Manager
- COSSH Regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy with regards 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 and that any refused laundry is not billed for. Ensure that weekly stock takes of incoming and outgoing linen are done and that linen stock PAR levels are maintained so that invoices for laundry are in full control
- working closely with external housekeeping team to ensure that standards are met and that rooms are set correctly prior to guests checking in.
- proper separation and disposal of cardboard, paper and glass in recycling bins
- minimising energy wastage by switching off unused lights, heating, PC's 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.....