

## **RECEPTIONIST**

### **Location:**

Holiday Inn Belfast City, 40 Hope Street, Belfast, BT12 5EE

### **Department:**

Reception

### **Responsible to:**

Front Office Manager / General Manager

### **Rate of Pay:**

£8.50 per hour

### **Hours of Work:**

40 hours per week

### **Experience and Qualifications**

#### **Essential:**

- Experience within a Receptionist Role
- 5 GCSEs at Grade C and above to include English & Maths or equivalent
- Customer Service and Communication Skills
- Good knowledge of IT
- Ability to work in a fast paced environment requiring flexible working and a genuine willingness to help guests and colleagues in the Hotel

#### **Desirable:**

- Experience within the Hospitality Industry
- Proven experience within Front Office Management systems

#### **Personal Qualities**

- Being passionate about people and service
- Strong communication skills essential when interacting with guests and employees
- Problem solving, motivating and training abilities
- Good Team Player
- Good Time Management Skills

#### **Job Purpose:**

The Front Desk is often the first point of contact and the first impression for guests. Warm, knowledgeable service and helpful guidance re-assure guests they've made the right choice to stay with us. To deliver a great guest experience – a Receptionist will check in and out guests efficiently, and make sure they have all they need for a great stay

#### **Main Duties and Responsibilities:**

- Welcome guests in a friendly, prompt and professional manner, recognising IHG Rewards Club Members and also returning guests
- Check guests in, issue room keys, provide information on Hotel services and room location

- Ensure required identification is taken from guests at check-in in line with local legislative requirements
- Answer phones in a prompt and courteous manner
- Up-sell rooms where possible to maximise Hotel revenue
- Answer, record and process all guest calls, messages, requests, questions or concerns
- Record guest preferences in the system
- Check guests out, including resolving any late or disputed charges
- Accurately process all cash and credit card transactions using established procedures
- Communicate any outstanding guest requests or issues to Management that may require additional monitoring or follow-up
- Take action to solve guest problems/complaints using appropriate service recovery guidelines
- Follow established Hotel safety protocols and procedures at all times. Immediately report any health and safety incident, security breaches, concerns or suspicious behaviour to the Supervisor or Manager on duty
- May routinely book guest reservations for individuals and/or groups that are requested either by phone or from within the Hotel, process cancellations, revisions, and information updates on changes
- Work as part of a team and communicate with other Departments as per Hotel procedures to ensure excellent quality and service
- Perform other duties as assigned including guest room tours, concierge services, special guest requests, etc.

Note: The above is not intended to be an exhaustive list and you will be expected to comply with any reasonable requests or duties directed by