

Receptionist

Location: Holiday Inn, 40 Hope Street, Belfast, BT12 5EE

Department: Reception

Hours of Work: 40 hours per week

About Us...

We are always looking for talented and enthusiastic team members at all levels to join our company

We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company

Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We're the city's largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

About the Role...

You will have ambition, talent and some key skills. We're looking for someone who can work as part of a team to anticipate our guests' needs and deliver a memorable experience at front office. As Receptionist, you will be responsible for assisting with the arrival and departure experience of our guests, whilst assisting in their day-to-day needs

About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have superior communication skills, the ability to perform well as part of a team, and also be able to work on your own initiative

Why Work for Us...

Andras Hotels Employee Benefits:

Induction and Training Programme

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Pension Scheme

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

IHG Brand Training
IHG Staff Rates Worldwide
IHG Family and Friends Rate
IHG Reward Club Incentive Scheme
50% Discount on Food & Drink

Main Duties and Responsibilities

- Welcome guests in a friendly, prompt and professional manner recognising IHG Reward Club Members and returning guests
 - Check guests in, issue room keys, provide information on hotel services and room location
 - Answer telephones 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
 - 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. 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 telephone or from within the hotel; process cancellations, revisions, and information updates on change
 - Work as part of a team and communicate with other departments as per hotel procedures to ensure excellent quality and service
 - Work within Food & Beverage as and when required
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Key Performance Behavioural Indicators

- Identifying customer service problems or issues before they arise
 - Displaying a positive, friendly and informal manner with customers
 - Showing a sense of urgency on behalf of customers and action requests quickly
 - Undertaking work in a well-organised and systematic way
 - Working effectively with colleagues and other departments
 - Striving for excellence by paying attention to important detail
 - Ensuring promises are kept by following through on customer requests
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Accountability

Works within Front Office Area
Hours of work will involve mornings, evenings and weekends

Qualifications and requirements

Essential:

- Experience within a Customer Service role
 - 5 GCSEs including English and Maths at grade C or above or equivalent qualification
 - Excellent communication and listening skills
 - High level of IT proficiency
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Desirable:

- Experience within a Receptionist role within a hotel
 - Experience within the hospitality industry
 - Proven experience with Front Office Management systems
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The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job