

## Receptionist

**Location:** Crowne Plaza, 117 Milltown Road, Shawsbridge, BT8 7XP

**Department:** Front Office

**Responsible To:** Front Office Manager

**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 and we are proud to be at the forefront of hospitality in Northern Ireland.

### About the Role...

This is a crucial role within a dynamic and fast paced environment. Within this customer facing role you will be a key player in enhancing the guests experience and driving brand loyalty. This is a hands-on role playing a crucial part in the day-to-day running of front of house operations. You may at times assist other departments to ensure an excellent service is provided to our guests.

### About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have excellent communication skills, the ability to perform well as part of a team and be able to work on your own initiative. You will have strong attention to detail and be able to carry out instructions.

### Why Work for Us...

#### **Andras Hotels Employee Benefits:**

Health Care Cash Plan

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Payroll Giving in Action

Discounted rate at Crowne Plaza Gym

Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group

Work for globally renowned Hotel Brands

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## Main Duties and Responsibilities

- Welcome the guest with full attention and a warm smile
- Ask guest to fill in registration card and reconfirm guest booking in computer system with guest, i.e. no of nights stay, non-smoking room choice, rates etc.
- Check method of payment and take imprint of credit card or cash deposit (also take vouchers etc. if applicable). You are responsible for accounts of guests, which you have checked in
- Enquire if guest would like restaurant reservation, newspaper or wake up call, etc.
- Enquire if guest would like assistance with luggage
- Hand guest key/key card and indicate room number in discreet fashion and indicate location of lifts and restaurant
- Be familiar with sales and promotional activity and upsell at every possible opportunity
- Answer switchboard (where appropriate) in a speedy, professional manner with an appropriate greeting
- Liaise with reservations on a daily basis ensuring all relevant correspondence is at hand
- Ensure that all information is entered into Brilliant System in a correct and timely manner
- Ensure all reservations are accepted, recorded and confirmed (where appropriate) in accordance with company policy and in an efficient, courteous and professional fashion and file all correspondence accordingly
- Ensure the Housekeeping department is aware of all guest requests etc.
- Ensure all guest mail, faxes and messages are recorded accurately and passed to porters for prompt delivery
- Ensure all cash, charge, float and till procedures are carried out in accordance with company policy

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## Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

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## Qualifications and requirements

### Essential:

- Experience within a Receptionist role
- Excellent communication and listening skills



- Customer service skills
  - High level of IT proficiency
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**Desirable:**

- 5 GCSEs including English and Maths at grade C or above or equivalent qualification
  - 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**