



**CROWNE PLAZA™**

AN **IHG®** HOTEL

**BELFAST**

# RECRUITMENT PACK

## RECEPTIONIST



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# 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.



# Notes to Applicants

**Job Title:** Receptionist

**Location:** Belfast, 117 Milltown Road

To download an application pack and apply please visit:  
<https://www.andrashouse.co.uk/careers.html>

- Completed and signed application forms can be returned in hard copy or send to Michelle Trotter  
hrofficer@andrashouse.co.uk.
- Please do not alter the formatting of the application form.
- Alternatively you can send your CV to the above email address.
- You will be contacted by the Head of Department in due course to arrange a suitable interview date & time.
- Applications & CVs should be returned by the closing date.



## Selection Process

- You should ensure that you provide evidence of your experience on your application form, giving length of experience, examples and dates as required.
- Crowne Plaza will not make assumptions from the title of the applicant's post as to the skills and experience gained.
- A shortlist of candidates for interview will be selected on the basis of the information contained in the application.
- Candidates should demonstrate how and to what extent they satisfy each of the criteria outlined.
- Only those candidates who, from the information supplied on the application form, most closely match the selection criteria for the post will be shortlisted.
- Shortlisted candidates will be invited to an interview scheduled to take place on the date specified or as soon as possible.
- Crowne Plaza will make all reasonable efforts to accommodate applicants who are unavailable on the specified interview date but it is under no obligation to do so.
- Reasonable adjustments will be made to enable you to attend an interview if required.
- The panel's decision at every stage of the selection process is final.
- Canvassing will result in disqualification from the process of selection.

## Feedback

- Due to the high volume of applications anticipated, Crowne Plaza is unable to provide individual feedback on why applications have been unsuccessful at shortlist stage.

- Following interview stage feedback can be provided, by request, once the recruitment process is complete.

## Pre-Employment Checks

Prior to taking up duty the person recommended for appointment must:

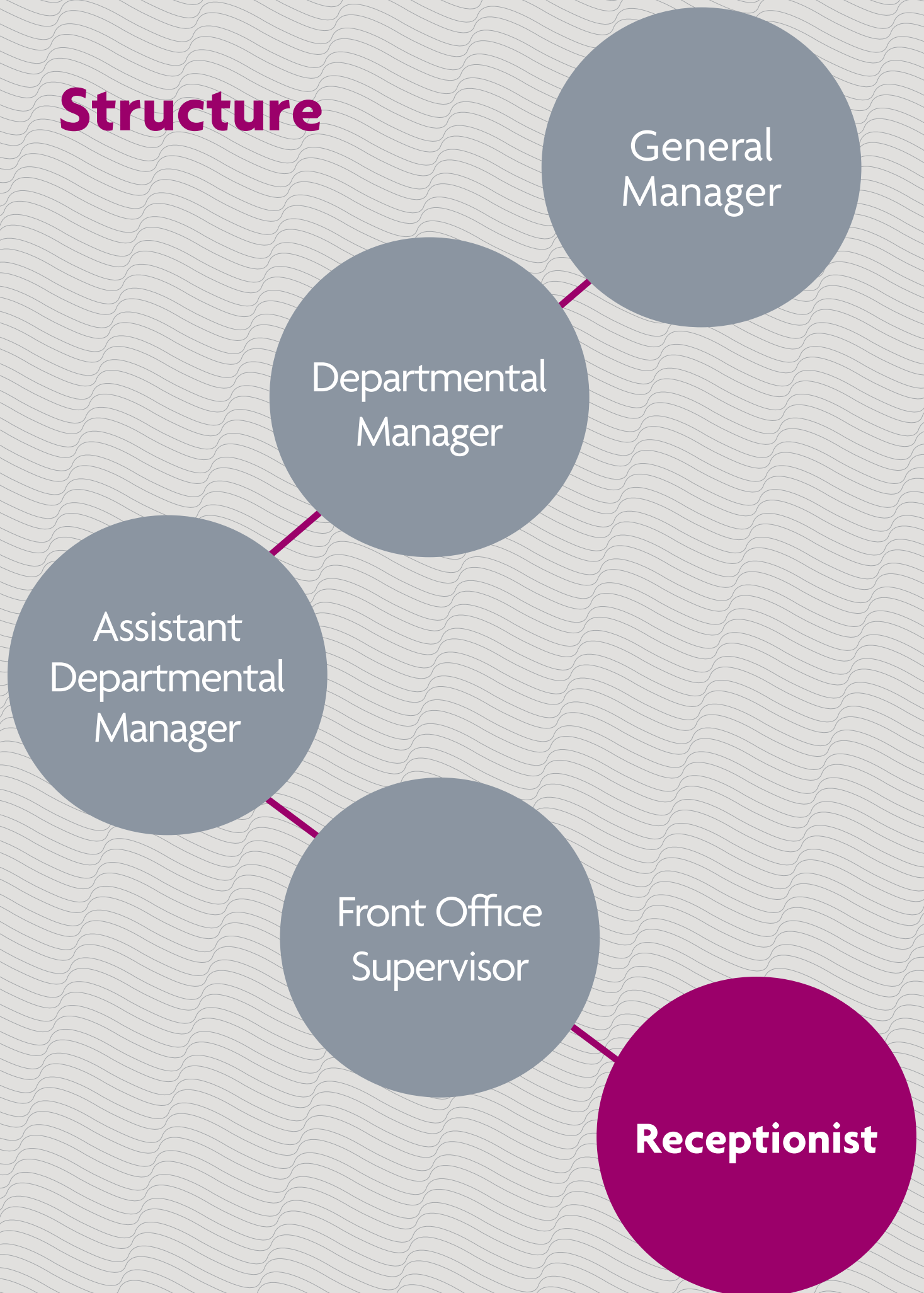
- Enter into an agreement which sets out the main terms and conditions of employment.
- Provide evidence of the right to work and reside in the UK via a passport and proof of a national insurance number (for example national insurance card, P45 or payslip).
- Produce official evidence of your qualifications as required.

## Job Applicant Privacy Notice

- Andras House is the Data Controller under the General Data Protection Regulations (GDPR) for the personal data it processes relating to job applicants.
- Processing data from job applicants allows us to manage the recruitment process, assess and confirm an applicants suitability for employment and decide to whom to offer a job.
- In some cases, Andras House will also need to process your data to ensure it is complying with its legal obligations. For example, to monitor applicants' sensitive personal data to check qualifications and to check applicants' eligibility to work in the UK before employment starts.
- All data relating to job applicants is held for no longer than is required by statute.



# Structure



# Job Description

**Job Title:** Receptionist

**Reporting To:** Front Office Supervisor

**Location:** Belfast, 117 Milltown Road

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## 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, confident and professional in personality, possess a welcoming, friendly and outgoing manner and the ability to develop and manage your team. You will have strong attention to detail and be able to carry out instructions.

## Why Work for Us?

### Andras Hotels Employee Benefits

- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Uniform
- Discounted rate at Bodyscape, based at the Crowne Plaza
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates
- Hotel Incentive scheme



## 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
- Participate in any training, briefings and meetings as required

## 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

## Qualifications and requirements

### Essential:

- Experience within a Receptionist role
- Excellent communication and listening skills
- Customer service skills
- High level of IT proficiency

### 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

## Accountabilities

- This job involves working in the front office.
- Hours of work will include evenings, early mornings and weekends

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.





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