

Receptionist

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

Department: Front Office

Responsible To: Front Office Manager, Assistant Front Office Manager, GM

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 anticipate the guests' needs and deal with all guest enquiries in a pleasant, efficient manner. Ensure the front desk operates in an efficient and organised manner.

About You...

You will have strong attention to detail. You will enjoy working with a team and contributing positively to it, but also can work on own initiative. Communication is key working in the Front Office Department to ensure all standards are adhered to.

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 Employee Benefits:

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 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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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 actions 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

Qualifications and requirements

Essential:

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

Desirable:

- Experience within the hospitality industry
- Proven experience with Front Office Management systems

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