



JOB DESCRIPTION

Job Title: Receptionist

1. Job purpose

To ensure all reception duties and services are performed to the highest standard as per Reception operational guidelines

2. Duties and responsibilities

- **Quality**
 - To ensure that the quality of service / performance is maintained to the highest standard
 - To ensure that the company procedures are followed when using Kinetic system, switchboard and / or any other system relating to reception work and that any faults are reported immediately
- **Customer Care**
 - To ensure any guest queries are addressed immediately in a manner which exceeds the customer's expectations
- **HR and Training**
 - To ensure that all company standards and procedures are followed as per employee handbook
- **Health and Safety**
 - To ensure all Health and Safety procedures are adhered to
 - To be aware of all relevant emergency and evacuation procedures
- **Communication**
 - To maintain good conduct, discipline and motivation within the department
 - To liaise closely with other departments with regards to the rooming issues, maintenance, course requirements and special functions
 - To liaise closely with course organisers and group leaders in providing professional and efficient customer experience
- **Finance – sales and costs**
 - To take on full responsibility for the reception cash float and all cash / credit card receipts when on duty
 - To ensure all additional charges are entered onto the system
- **Other Related Activities and Functions**
 - To undertake such other duties as may be reasonably requested with the nature and level of the business requirement

- Organisational responsibility
 - Reports to the Head of Reception

The above is designed to help in the understanding of the role and is not intended to be a definitive list of duties as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Employee Name: _____

Employee Signature: _____

Manager Name: _____

Manager Signature: _____

Date: _____

Job Specification

Job Title: Receptionist

Department / Section: Front of House / Reception

	Essential	Desirable
Experience	<p>Previous experience as a receptionist.</p>	<p>Experienced in a busy volume driven 3/4 star hotel front of house operation</p> <p>Liaison and interaction with accounts, sales and customer service departments.</p>
Skills and Abilities	<p>To be able to work accurately to tight deadlines.</p> <p>Organisational and time management skills.</p> <p>Discretion and confidentiality.</p> <p>Articulate with good communication and interpersonal skills.</p> <p>Initiative and self-motivated.</p>	<p>Use initiative to ask questions and query systems in place.</p>
Training	<p>A willingness to undertake further training if and when required.</p> <p>A willingness to adopt new procedures as and when required.</p>	
Education / Qualification	<p>Educated to at least GCSE grade C standard in core subjects i.e. English and Maths.</p> <p>Computer literate – keyboard skills and familiar with Microsoft Office software and email.</p>	<p>Hospitality certificate, diploma or degree.</p> <p>Knowledge of KX.</p> <p>Welcome to Excellence or similar customer service qualification.</p>

<p>Other</p>	<p>Well presented with a pleasant and courteous manner.</p> <p>Flexible, able to work shifts and weekends (own transport)</p> <p>Excellent English</p> <p>To observe imago's Equal Opportunities policy at all times.</p> <p>Expected to wear imago's corporate wear whilst on duty.</p>	<p>Experience in a similar role.</p> <p>Effective team player.</p> <p>Second Language</p>
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