

Job Description

Job Title: Receptionist

Reports to: Assistant Reception Manager and Reception Manager

1. Job purpose

To ensure all reception duties and services are performed to the highest standard as per reception operational guidelines, based at any Imago Venue (Burleigh Court Hotel, The Link Hotel, The Elite Athlete Centre & Hotel, Holywell Park) as required by the business.

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 Imago policies
- **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 Assistant Reception Manager and Reception Manager

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: _____

Person Specification

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	Essential	Desirable
Experience	Minimum one year's experience in a customer facing role.	Experienced in a busy volume driven 3/4 star hotel front of house operation Liaison and interaction with accounts, sales and customer service departments.
Skills and Abilities	To be able to work accurately to tight deadlines. Organisational and time management skills. Discretion and confidentiality. Articulate with good communication and interpersonal skills. Initiative and self-motivated.	Use initiative to ask questions and query systems in place.
Training	A willingness to undertake further training if and when required. A willingness to adopt new procedures as and when required.	
Education / Qualification	Minimum GCSE Grade 4 or C passes (or equivalent) in Maths and English Computer literate – keyboard skills and familiar with Microsoft Office software and email	Hospitality certificate, diploma or degree. Knowledge of KX. Welcome to Excellence or similar customer service qualification.
Other	Exceptionally well presented with a pleasant and courteous manner. Flexible, able to work early (7am-3pm) and late (3pm-11pm) shifts and weekends (own transport) Excellent spoken English and communication skills Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace and willing to observe Imago's policies in relation to this at all times Willing to wear Imago's corporate wear whilst on duty and maintain high standard of personal hygiene, grooming and presentation.	Experience in a similar role. Effective team player. Second Language