

JOB DESCRIPTION FOR RECEPTIONIST MAY 2022

A list of job duties associated with your job title is set out below. This job description is non-contractual and the Company reserves the right to amend, withdraw or depart from its provisions at its discretion. Subject to the Company's business requirements you may be required from time to time to undertake other work within your capacity and the Company reserves the right to amend the job title and/or job description from time to time, on a temporary or permanent basis, to reflect your own development or the Company's business needs.

Job title	Receptionist
Band	B1
Team	Operations
Purpose of role	As a Receptionist at Imago Venues, you must be friendly and engaging with all our customers. The focus must be on delivering quality and delivering exceptional customer service for every guest arriving and departing the hotel. The role will require following company standards while being flexible with all customers daily request. A seamless high quality, positive, friendly, engaging environment is essential.
Reports to	Reception Manager
Manages	NA
Main duties	<ul style="list-style-type: none"> • Carry out all day-to-day reception operations within budgeted guidelines and to the highest standards ensuring quality guest arrival, during and departure experience. • Identify customer needs and respond proactively to all their concerns • Focus on upselling opportunities • Keep up to date with customer feedback, ensure customer satisfaction targets are exceeded, guest issues are resolved effectively • To have ongoing daily communication with all departments delivering the highest level of service and to highlight any opportunities in the operation. • Collaborate with the Reception Manager and other team members ensuring a fully competent operation, combining the smooth welcome and departure of our guests • Follow all mandatory company training and report any issues that you may find.
People skills	<p>Positive, open-minded outlook, innovative, flexible, and responsive to changing customer needs</p> <p>Strong communication skills. Ability to communicate effectively and listen to guests and team members</p>

	<p>Good judgement skills to determine reactions and responses and to make sound decisions</p> <p>Honesty to be able to build trust with hotel guests and team members</p> <p>Proactive problem solving to be able to come up with solutions and deliver a perfect outcome with ever changing information, requests within the operation.</p>
Technical skills	Experience working within a front of house hospitality operation.
Qualifications	<ul style="list-style-type: none"> • Experience working within a front of house operation within a busy operation.

I have given a copy of the above to (insert name) and have explained all aspects of it.

Name of Manager (please print)

Signature of Manager

Date

I confirm that I have been taken through the above, understand it and have received a copy of it.

Employee name (please print)

Signature of employee

Date