



## JOB DESCRIPTION FOR RECEPTIONIST MAY 2024

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.

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| Job title       | <b>Receptionist</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Band            | B1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Team            | Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Purpose of role | <p>As a Receptionist at Imago Venues, you must be friendly and engaging with all our guests. The focus must be on delivering quality and exceptional customer service for every guest arriving, departing and within the hotel. The role will require the following company standards while being flexible with all guests daily requests. Delivering a seamless high quality, positive, friendly and engaging environment is essential. To be a fully committed ambassador of Imago venues by driving our six key company values and championing our people and planet philosophies</p> <p>As an Imago Team member you are required to follow our three golden rules at all times.</p> <ol style="list-style-type: none"><li>1. Say hello to every guest and team member</li><li>2. Never walk past a bad standard</li><li>3. Never say no</li></ol> |
| Reports to      | Reception Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Manages         | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Main duties     | <ul style="list-style-type: none"><li>• To say hello and goodbye to every guest coming through reception</li><li>• Provide an exceptional guest experience during any interaction with all guests within the venue, face to face, phone, or email</li><li>• Identify guests needs and respond proactively to all their concerns / requests</li><li>• To ensure all financial requirements are reconciled during the day including accounting ledger, guest bills, payment report</li><li>• Capture all additional revenue where available eg F&amp;B sales, No-shows, cancellations, upselling</li><li>• Support other departments and venues when needed to provide a world class business that consistently delivers fabulous meeting, dining and sleep</li></ul>                                                                                   |

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|                             | <ul style="list-style-type: none"> <li>• Communicate with department manager and all other departments to deliver the highest standards possible during the duration of their stay / visit</li> <li>• Proactively prepare for changes in circumstances during your shift eg. Room set ups, room moves, complaints, enquiries.</li> <li>• Be comfortable and knowledgeable of how to deal with guest complaints and what we can do to recover the complaint</li> <li>• Ensure that all Health and Safety is adhered to and report any issues you find immediately management</li> <li>• Ensure you wear full company uniform at all times</li> <li>• Provide a full, informative handover between shifts, include issues raised and dealt with and any unfinished tasks</li> <li>• Other duties and responsibilities appropriate to the level of this post</li> </ul> |
| People skills               | <p>Positive, open-minded outlook, 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>Support 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            | <p>Understanding of and working knowledge of Hotel Booking Engine technology</p> <p>Good knowledge of Microsoft applications</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Qualifications / Experience | <ul style="list-style-type: none"> <li>• Experience working within a front of house operation within a busy operation.</li> <li>• Experience in a Customer Service Environment where effective communication is key.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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