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H A M P S H I R E

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Job Description – Receptionist

Department: Front of House
Line of Responsibility: Front of House Manager
Other Reporting Managers: House Manager/Hotel Manager

Job Purpose

To deliver a consistently high level of customer service at the Reception Desk by dealing with all guests and potential clients in a courteous and efficient manner.

Duties & Responsibilities:

Administration:

- To file and keep all guest registration records secure and confidential.
- Update guest records in the system including correct title, name, address, nationality, passport number following company and legal requirements.
- Update room statuses on the system.
- Ensure all emails, messages and correspondence are passed to guests or the relevant department in a prompt and timely manner.
- Check and send End-of-Day reports to line managers.
- Report any problems with the End-of-Day reports to the Shift-leader , Front of House Manager or House/Hotel Manager.

Telephone:

- To be fully conversant with all telephone and switchboard equipment
- Keep record and be familiar with all extension numbers in the Hotel.
- Answer all internal and external telephone calls received at reception within three rings in compliance with the established protocol.
- Cover the Switchboard when the Switchboard operator is not present and answer all incoming internal and external calls.
- Record and pass all messages to guests and other employees in a prompt and timely manner.

Guest Services:

- To welcome guests upon arrival, help them to register, assign rooms and direct them to the room while informing them of all in-room and Hotel facilities.
- Attend to all guests and potential clients at the Front Desk in a courteous and efficient manner.
- Answer customer enquiries politely and efficiently and where necessary seek help and information from other departments.
- Notify the Duty Manager/Front of House Manager/ Hotel/House Manager of the arrival of all VIPs
- Ensure all room moves are dealt with and recorded efficiently following company procedures.
- Be aware of guests' special requirements and communicate them to relevant departments.
- Identify return and regular clients and make sure their special requirements are met.

General

- Ensure effective communications with other departments.
- Be fully conversant with the systems and any other computer and information systems the Company uses
- Attend any meetings or training sessions or courses as required.
- Assist fellow employees to perform similar or related jobs as and when necessary.
- Accept changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests.
- Continuously endeavour to improve customer service and knowledge of the job within the department.
- Undertake any reasonable request made by a member of management.
- To liaise with the Front of House Manager in order to organise cross/multi skilled training.
- Assist the reception team where necessary.
- Adhere to company Grooming Standard requirements.

Health, Safety & Hygiene

- To observe and implement procedures of dealing with emergency situations, fire prevention, Health and Safety and dealing with suspicious packages.
- Maintain personal cleanliness and hygiene to meet required standards.
- Work in a manner, which is safe and unlikely to give risk of harm or injury.
- Report any real and potential hazard and accidents in the workplace to the Management.
- Report illnesses and infections in accordance with laid down procedures
- Comply with all procedures about the use of perfume, cosmetics and wearing of jewellery.