

<b>Job Title:</b>	Receptionist
<b>Base:</b>	Searles Leisure Resort
<b>Reporting to:</b>	Reception Manager
<b>Job Purpose:</b>	<p>The postholder will work as part of a small team to assist with the effective day to day operation of the Resort Reception. This department's primary role is to be the first, positive and welcoming face to face contact with our guests and to ensure that the majority of enquiries are dealt with quickly and efficiently. Reporting directly to the Reception Manager you will ensure that the image, standards, and reputation of the company are always upheld. These standards must be consistently maintained throughout the department and when conversing with customers.</p> <p>With the role being highly customer focused, you will be a friendly, organised person with a professional approach, great administration and written skills, and an excellent eye for detail and excellent communication skills.</p> <p>You will support the Company's mission and objectives through compliance to Policies and Procedures.</p>
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Welcoming and checking in guests ensuring that all correct information is passed on to the guest regarding their stay. Ensure that all customers and guests receive an excellent level of customer service.</li> <li>• Answering any telephone and email enquiries.</li> <li>• Using the computerised booking system to make reservations.</li> <li>• Ensure reception foyer areas meet high presentable standards and Reception is opened and closed in line with department procedures and policy.</li> <li>• Preparation of packs for daily arrivals and welcome packs for housekeeping department to ensure efficient checking in and arrival process.</li> <li>• Provide customer service and information for customers, which includes, customer queries, potential future bookings, general resort information and complaints.</li> <li>• Ensure that departures are prepared for so that the customers last contact with our resort and team members is warm and friendly and an excellent last memory.</li> <li>• Together with Guest Experience Manager, assist with resolving customer complaints about quality or service.</li> <li>• Ensure compliance to the documented procedures that cover all general duties and preparing for arrivals tasks carried out by the reception team and completion of all Reception administration.</li> <li>• Report any maintenance issues and requirements of new equipment.</li> <li>• Ensure all Cash Handling procedures are followed to ensure security of cash and banking.</li> <li>• Ensure the key tracking system is accurate and orderly at all times.</li> <li>• Ensure that any documentation that holds customers details is stored securely or destroyed in compliance with GDPR.</li> <li>• Assist with day-to-day problem solving, escalating issues to relevant departments as required i.e., maintenance.</li> <li>• Comply to all regulations and policies such as Data Protection Act, Health &amp; Safety and Safeguarding, ensure a safe working environment for all staff members.</li> <li>• Participate in training and development activities for continuous professional development and participate in team meetings.</li> <li>• To act as an ambassador for the business and ensure that the Company is promoted externally on all occasions.</li> </ul>

	<ul style="list-style-type: none"> <li>Support the company's mission and objectives through compliance to Policies and Procedures.</li> <li>To perform any other duties as required.</li> </ul>
<b>Key Relationships:</b>	<ul style="list-style-type: none"> <li>Reception Manager</li> <li>Assistant Reservations Manager</li> <li>Revenue Manager</li> <li>Guest Experiences Manager</li> <li>Reception and Reservations Team</li> </ul>
<b>Education, Training &amp; Experience:</b>	<ul style="list-style-type: none"> <li>Reception Experience is desirable</li> <li>Administration Experience</li> <li>Experience of Guestline (Reslynx PMS), ResDiary (Desirable)</li> <li>Attention to detail, organised and have a passion for providing exceptional service.</li> <li>Teamwork skills and the ability to act as the public face of the business.</li> <li>Computer literate with proficiency in Microsoft Office.</li> </ul>
<b>Disposition &amp; requirements:</b>	<ul style="list-style-type: none"> <li>Full valid Driving Licence for UK (Desirable)</li> <li>Flexible Schedule, for Working hours.</li> <li>Maintain a professional standard of work attire.</li> <li>Excellent Verbal and Written Communication Skills</li> <li>A passion for delivering excellent Customer Service</li> <li>Able to take initiative.</li> <li>Professional, Thorough, Organised and Efficient.</li> <li>Enthusiastic and Energetic Team Player</li> <li>Ability to multi-task and remain calm whilst under pressure.</li> <li>Strong Work Ethic</li> <li>Good Timekeeping Skills</li> <li>Polite and well-mannered with good communication skills</li> </ul>
<b>Hours of Work:</b>	As detailed in contract to include weekends and bank holidays. Shifts will be 5 days per week, including weekends and Bank Holidays on a rota basis. Hours will be within the hours of 08:00 and 20:00. 7-day a week operation in the peak periods. Some shifts may include split-shifts, weekends, and some public / bank holidays on a rota basis.