

<b>Job Title:</b>	Receptionist
<b>Base:</b>	Heacham Manor Hotel
<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 Hotel Reception. They will ensure that the image, standards, and reputation of the company are always upheld when welcoming and assisting guests. You will have up to date working knowledge of the hotel facilities and room types and always optimise the guests stay through room allocation.</p> <p>You will be a friendly and confident person with excellent people skills to deliver great customer service. You will work well under pressure in a fast-paced environment and be able to work in a small team.</p> <p>The key focus being delivering excellent customer service whilst managing health and safety within the workplace. 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, checking in and checking out guests ensuring that all correct information is passed on to the guest regarding their stay and any relevant departments.</li> <li>• Answering any telephone and email enquiries.</li> <li>• Using the computerised booking system and taking restaurant and golf bookings.</li> <li>• Maintain a high level of professionalism and confidence when dealing with customers.</li> <li>• Inspect the look and feel of the entrance and guest communal areas such as reception, snug, drawing room, bar, washrooms and foyers areas to ensure they meet high presentable standards.</li> <li>• Complete all Reception administration in line with company and department policies and procedures. This would include, but is not limited to, pre-arrival checks completed, bookings confirmed, deposits taken, final payments and guest feedback.</li> <li>• Ensure that arrivals are prepared for and the guest checking in service is warm, friendly, and efficient.</li> <li>• Provide a reception of house service and information for customers, which includes helping with customer queries, potential future bookings, restaurant availability and bookings, and complaints.</li> <li>• Ensure that departures are prepared for so that the customers last contact with our hotel and team members is warm and friendly and an excellent last memory.</li> <li>• Report any maintenance issues and requirements of new equipment.</li> <li>• Ensure all cash handling procedures are carried out as per procedure and all cash handling record sheets are completed and filed correctly.</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 team meetings and liaise with other departments daily, as necessary.</li> <li>• To act as an ambassador for the business and ensure that the Company is promoted externally on all occasions.</li> <li>• Support the company's mission and objectives through compliance to Policies and Procedures.</li> </ul>

	<ul style="list-style-type: none"> <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>Events Manager</li> <li>F&amp;B Managers</li> </ul>
<b>Education, Training &amp; Experience:</b>	<ul style="list-style-type: none"> <li>Hotel Reception Experience</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>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 early starts, evenings, weekends and bank holidays.