



Job Description

Position: Full-Time experienced Receptionist

Department: Front Office Department

Primary Objective: To anticipate guest needs and deal with all guests' enquiries in a pleasant, efficient manner. Ensure the Front Desk operates in an efficient and organised manner.

Responsibilities

- To ensure a safe & secure environment for customers, staff and visitors is maintained at all times
- To present a positive personal image to the customer at all times
- To ensure that all reservation enquiries are handled in a professional manner and used as a sales opportunity – To support the Reservation Department.
- Be familiar with sales & promotional activity and up sell at every possible opportunity
- To liaise with reservations regarding future bookings, regular business clients and revenue pick up or loss
- To create and maintain an effective working relationship with colleagues and managers
- Shift work and flexibility is required in this position

Skills / Knowledge

- A minimum 3 years' experience in the hospitality industry
- Must be a good communicator and be able to work well as part of a team
- Knowledge of Hotsoft or similar PMS a clear advantage

****The successful candidate will receive****

- A competitive salary
- Annual Gym Membership
- Meals provided while on duty