

TheEspiritu

hotel & car rentals

JOB DESCRIPTION

Position: Hotel Receptionist

Contracted Hours: Up to 44 Hours a week

Working Days: 6 Days a week

REPORTS TO:

General Manager

JOB OBJECTIVE:

To deliver friendly and effective customer service to all guests. To ensure both internal and external information and requests are communicated to relevant departments, actioned, and followed up on.

MAIN RESPONSIBILITIES:

- Deliver excellent customer service at all times
- Deal with all enquiries in a professional and courteous manner whether in person, telephone, or email
- Ensure all emails are responded to within 4 hours
- Administer all reservations including; Check in/Check out, Rental Car hire pick-up/drop-off, cancellations and no-shows, in line with Hotel policy in a prompt and efficient manner
- To ensure accurate transactions and records of all monies collected
- To ensure timely filings of all records for monthly archiving
- To maintain and display excellent knowledge of the local area
- Keep up to date with local tour information, prices and deals to be able to offer the best local knowledge to our guests
- Fulfill all reasonable requests from guests to ensure their comfort, satisfaction, and safety
- Compile and report any maintenance issues immediately to Maintenance, note in diary and follow-up
- Report any complaints from guests and report immediately to Manager
- To assist when required with housekeeping and restaurant/bar duties (training to be provided)
- Attend, contribute and be involved with team meetings
- To be punctual and maintain a professional appearance and adhere to uniform policy

Qualifications & Essential Skills Required:

An excellent telephone manner and communication skills

Confidently speak in English and/or French

To be able to use Microsoft Word

To be able to use Microsoft Excel

To be able to use Email (Outlook)

To have a reasonable grasp of operating a desktop computer

To be well groomed, punctual, and reliable

Desirables

5 years working experience

Experience in similar position in another Hotel

Experience in MYOB