HOTEL

BROOKLYN

MCR.

Job Title: **Receptionist**

Location: **Hotel Brooklyn**

Line Manager: Front Office Manager or Designated Line Manager

Key Communications:

- Front Office Manager Manager or Designated Line Manager
- All hotel departments
- Reservations/ Meeting & Events departments
- Central Reservations Office
- Own team
- Customers
- Senior hotel managers
- Night Team

Job Purpose / Summary:

- To ensure total guest satisfaction.
- To be responsible for maximising room revenues in line with the Company's standards, providing efficient and courteous service.

Core Accountabilities & Performance Indicators

To provide first class service to the hotel guest	• Assist all guests in a sincere and courteous manner, wherever possible going the extra mile to ensure guest satisfaction. • Deals with guests promptly upon arrival and departure, as per Company Standards for check in and out procedures. • Demonstrates a working knowledge of all services and facilities of the hotel, as well as local area. Therefore, ensuring our guests are assisted effectively. • Professionally and competently operates the telephone system in line with both operating and Company Standards. • To ensure a professional appearance and manner to all visitors, resulting in positive PR both internally and externally.
Abides by Bespoke Policies	• To perform all guest accounting functions according to the Company and Hotel policies and procedures, ensuring all guest accounts are complete and accurate. • Adheres to the Company Credit Policy.
To actively promote sales.	• To demonstrates the use of the 24 / 7 sales conversation to effectively sell bedrooms and conferences, maximising occupancy, average rates and yield. • Receives and processes telephone and walk in reservations accurately. • Understanding the business and keeping up to date with hotel's sales selling strategy and letting policy and promotions. • Understanding competitor occupancies and passing on observations to the sales teams • Identifies possible sales leads and passes to sales team.
To ensure co operation and compliance with all legislation relevant to your role in the business.	• Must attend all H & S and fire as directed by designated Line Manager. • Ensure that while you undertake your role you abide by the Health and Safety at Work Act 1974 and safe systems of work appropriate to your role. • In use of company nominated chemicals, it is your responsibility to comply by COSHH. • Understand the importance of adhering to company policy with reference to Hazard spotting, first aid reporting, and reporting accidents. • To have a complete understanding of hotel and Company procedure in the event of a fire. • To ensure the Company Health and Safety, Food Safety and COSHH legislation are adhered to; this will involve action and appropriate

	training. • Ensure security for both self and all departments.
To ensure that Learning and Development is undertaken to enable you to fulfil your job role.	• Attend hotel and departmental induction. • Attend Job chats and Performance Reviews • Development through NVQ training • Being a Buddy for new starters.
To ensure that a good level of product and local knowledge for guests when requested.	• Must be aware of departmental and relevant hotel facilities, restaurant /bar opening times, disabled facilities and room types etc. • Knowledge of local area i.e. Local shops and places of interest • Know who to direct guests to if unable to answer queries. • Knowledge of the Central Reservations Office

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