



Giving **U**nique **E**xceptional **S**ervice **T**ime & time again

Job Title:	Receptionist	Job Category:	
Department/Group:	FOH	Line Manager:	FOH Manager
Location:	Burnham Beeches	HR Contact:	Burnham Beeches HR Department

Key Communications

- Reception 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 Core standards, providing efficient and courteous service.

Core Accountabilities & Performance Indicators

To provide first class service to the hotel guest	<ul style="list-style-type: none"> • 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 Core 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 Core Standards. • Professional appearance and manner to all visitors, resulting in positive PR both internally and externally.
Abides by Corus Policies	<ul style="list-style-type: none"> • Performs 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.	<ul style="list-style-type: none"> • Demonstrates the use of 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	<ul style="list-style-type: none"> • 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.

<p>legislation relevant to your role in the business.</p>	<ul style="list-style-type: none"> • 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.
<p>To ensure that Learning and Development is undertaken to enable you to fulfil your job role.</p>	<ul style="list-style-type: none"> • Attend hotel and departmental induction. • Complete relevant workbooks • Complete Fact Files • Attend Job chats and Performance Reviews • Development through NVQ training • Being a Buddy for new starters.
<p>To ensure that a good level of product and local knowledge for guests when requested.</p>	<ul style="list-style-type: none"> • 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