**JOB DESCRIPTION**

**Job Position** Hotel Receptionist & Meetings Coordinator

**Job Location** Mour Hotel, Annesley, Notts, NG15 0EA

**Salary** £16,000pa, uniform, meals on duty and pension

**Job Type** Full Time, 37.5 hours per week, 5 shifts over 7 days

**Responsible to** Front of House Manager

Mour Hotel is an independent 4-star boutique hotel designed by Amanda Rosa situated centrally on the Sherwood Business Park (just of J27 of the M1) consisting of 92 bedrooms, 3 meeting rooms and a vibrant bar and restaurant. We are a licenced venue for weddings.

**Main Duties**

To ensure the smooth running of the conference administration department and reception desk, delivering the highest levels of customer service to our guests and third party companies.

* To maximise meeting & events revenue at all times
* To respond to all incoming enquiries for ad hoc groups, and to provide accurate and detailed quotations
* To handle all telephone and written enquiries as to availability for potential groups business by brand minimum standards

• To maximise the occupancy of all Group rooms whilst maintaining revenue and profit guidelines set

• To attend the weekly Function Sheet Meeting to review the forthcoming week’s activity related to the Groups

* To carry out the preparation of the Group sheets and any amendments to them
* To use Opera, the front of house operating system to its full capability
* To manage the day to day enquiries for meetings, group reservations and special events
* To prepare weekly function sheets to distribute to other departments
* To check the detailed arrivals and make sure that all bookings have been inputted correctly and payment terms have been agreed
* To create contracts and manage the retrieval of any deposits and signed agreements
* To proactively check and update any future meetings and events
* To chase any provisional bookings, making sure that any inquiries are chased and converted to a confirmed booking.
* To manage accommodation group bookings making sure that any rooms holding have been named
* To be able to check guests in and out of the hotel efficiently, providing a warm welcome and making sure they have had an enjoyable stay
* To complete the reception check-list during each shift
* To achieve positive outcomes from guest queries
* To have an excellent telephone manner and to be able to manage the main switchboard
* To demonstrate a high level of customer service
* To keep yourself familiarised with all hotel offers and deals, to be able to direct each customer to the correct department

**Previous Experience**

* Must have worked in a customer focused industry, preferably in a hospitality environment
* Have worked with Opera (our front of house system) or similar
* Able to handle group and conference enquiries
* Must be confident in dealing with customers face to face, including show rounds
* Must have previous administration experience