

**Job Description:** Receptionist

**Purpose of job:** Provide an efficient helpful and friendly atmosphere for the hotel guests and colleagues at all times.

**Hours of Work:** PART TIME 22.5 per week. 3 Shifts over 7 days between 7am-11pm

**OR**

FULL TIME 37.5 per week. 5 Shifts over 7 days between 7am - 11pm

**Main area of responsibilities**

- To ensure that all reservations, registrations and checking in/out duties are carried out to Mour standards (SOP & training).
- To handle reservation duties in line with the correct Standard Operating Procedure.
- To address complaints properly and deal with situations as and when they arrive in a sympathetic and professional manner (any problems call Manager on Duty).
- To answer incoming and internal phone calls in a consistent format according to the Mour Standards (Good morning, afternoon, evening Mour / Reception) within 3 rings
- To have a comprehensive knowledge of the Front Office computer system (Opera)
- To up sell hotel facilities to guests, and advise of services in the local area.
- To carry out general clerical or administrative duties as required by management and reasonable duties for the efficient operation of the hotel.
- To ensure cleanliness and tidiness of the front desk at all times.
- To be aware of house status and room availability at all times.
- To be responsible for accurate use of the Opera system and all cash and other payment methods during the shift including correct cash and credit cards reconciliation at the end of the shift.
- To have a pro-active view towards promotions and sales and up-selling where appropriate, provide general information on the company and its product range.