

LA MON

HOTEL & COUNTRY CLUB



JOB DESCRIPTION

Job Title:	<i>Receptionist</i>
Responsible to:	<i>Management / Directors</i>
Main Purpose:	<i>Cash handling, balancing, reconciliation's and reservations. To ensure the comfort and satisfaction of all guests and customers.</i>

Main tasks and duties

- To maintain and adhere to company's health and safety policies;
- To greet customers with a friendly and approachable manner;
- To ensure facilities hygiene standards are maintained to hotel standards;
- To maintain and operate reception area to hotel standards;
- To operate the reception computer and balance the cash till at the end of every shift;
- To ensure operation of the switchboard, dealing with all customer and telephone enquiries;
- To maintain all reception records and ledgers as directed by management;
- Booking and reservations for meals, accommodation;
- Processing all outgoing mail;
- To provide the relevant departments with daily information i.e. bookings, resident count or any relevant changes or amendments;
- To ensure all opening procedures and security are adhered to for the protection of staff and property and customers as a whole;
- To promote and sell the hotel and its products with a friendly and helpful manner;
- To greet staff with a friendly and approachable manner;
- To ensure the hotel lobby is kept clean and tidy to hotel standards;
- To clear glasses/cups etc that may be in the hotel lobby;
- To deal and handle with customer complaints and requests;

- To maintain a high standard of personal hygiene and appearance;
- To ensure effective communication to management and peers;
- To attend training courses as and when necessary;
- To check and accept deliveries of goods and equipment as necessary;
- To maintain proper and accurate records of all sales, guest accounts as required;
- To ensure that due care is taken for the health and safety of yourself, other employees, residents, members and any other persons on the premises;
- Report and where appropriate take action on any incident, fire, loss or damage;
- To report all maintenance issues and take appropriate action;
- Any other duties and responsibilities as requested by the management.