



## THE GOODENOUGH ON MECKLENBURGH SQUARE

<b>Job Title:</b>	Receptionist (8hr days)
<b>Reports to:</b>	Hotel Reception Manager
<b>Staff reporting:</b>	N/A
<b>Based at:</b>	Mecklenburgh Square, London WC1N 2AD
<b>Shift pattern:</b>	The position is based on working 5 days out of 7 on a rota basis and will include weekends and bank holidays. The shift pattern involves working between 7.00am – 3.00pm or 3.00pm - 11.00pm.

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Goodenough College is a charity which provides residential accommodation to post Graduate Students from all over the world. We also provide 4 star accommodation at the Goodenough Hotel. The Hotel is central to the financial stability of the educational charity.

### **Job purpose**

- Responsible for creating an environment that makes our guests feel welcome, at home and keen to return.
- Offering a professional full front of House service.
- To support the reservations team in dealing with bookings and requests for information.

### **Key responsibilities**

1. To ensure all guests receive a professional, warm and individual welcome, which gives a lasting and positive impression of the Hotel.
2. To be the first point of contact for all guests and to deal with all situations in a courteous and professional manner.
3. To be responsible for carrying out all necessary operations when guests arrive and depart (check-in/check-out) using the Hotel's PMS systems.
4. To answer and converse on the telephone in a professional manner.
5. Manage invoicing and cash operations during the shift and ensure an end of shift balance. To complete a daily end of shift report.
6. To offer portage to all guests on arrival and departure (this is done by our staircases in a listed building – there are no lifts). To store guest baggage when required.

- 7.** To respond professionally to a wide range of guest requests, and promote the Hotel and College facilities. Be familiar with local places to dine out, general information on the local area, directions, traffic & travel updates, timetables etc.
- 8.** At all times support the reservations team in the booking of rooms and dealing with enquires. Particularly but not limited to during evenings and weekends when the reservations office is not open. Also, during busy times and cover for sickness and holidays. This may include time spent working a shift (or part of) in the reservations office.
- 9.** Report all facilities and maintenance issues to the Helpdesk.
- 10.** Check the room report and keep housekeeping informed of any modifications.
- 11.** Accept delivery and sort the post including packages and parcels.
- 12.** Ensure that reception is constantly staffed and kept immaculately clean and welcoming at all times.
- 13.** During out of office hours, including weekends and bank holidays, ensure the guest lounge is kept presentable, clean and welcoming and that all guest's requests including housekeeping are met e.g. couch beds, toiletries and general enquiries.
- 14.** Become a First Aider and Fire Marshal (training given) and carry out evacuation procedures.
- 15.** To work flexibly to ensure the smooth running of the Hotel, this may include taking lunch and other breaks at more convenient times to help with business needs.
- 16.** To ensure your appearance is professional with full uniform - in line with our dress code policy which is in the employee handbook.
- 17.** Any other duties which may be reasonably requested. Occasionally cover the night shifts and the two reception desks at the College if required.

## Person Specification

<b>Job Title</b> Receptionist (8hr days)	
<b>Education/ Training</b>	<ul style="list-style-type: none"><li>• A good standard of English and Maths</li><li>• Appropriate professional qualification (NVQ or higher) or qualified by experience</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Relevant experience of working as a receptionist in a hotel or equivalent corporate environment</li><li>• In using a hotel or room booking system (Brilliant or similar)</li></ul>
<b>Technical Skills &amp; Abilities</b>	<ul style="list-style-type: none"><li>• IT literate including Microsoft Outlook</li><li>• Fluent in written and spoken English</li><li>• A pro-active and resourceful approach to problem solving and customer service</li><li>• Excellent interpersonal skills including diplomacy</li><li>• Ability to take reservations correctly and in a professional manner</li></ul>
<b>Knowledge/ Understanding</b>	<ul style="list-style-type: none"><li>• Of excellent customer service, guest-oriented and service driven</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Self -motivated and well organised</li><li>• Flexible working</li><li>• Team Player with a positive attitude</li><li>• Capable and willing to carry luggage to rooms over 4 floors (no lift available)</li></ul>

**All of the above are essential criteria**

### *Review arrangements*

*The details contained in the job description reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the College will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.*

### **Application**

Please send your CV along with a covering letter (no more than 2 sides of A4) advising us why you are suitable for the role to: [jobs@goodenough.ac.uk](mailto:jobs@goodenough.ac.uk), no later than 10.00am Wednesday 12<sup>th</sup> December 2018.

**Closing date:** 10.00am on Wednesday 12<sup>th</sup> December 2018

**Interview date:** To be confirmed