



THE GOODENOUGH

HOTEL LONDON

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| Job Title: | Receptionist (8hr days) |
| Reports to: | Front of House Manager |
| Staff reporting: | N/A |
| Based at: | Mecklenburgh Square, London WC1N 2AD |
| Salary: | £28,450 per annum |
| Shift pattern: | 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. |

Goodenough College is an educational charity providing residential accommodation to postgraduate students from all over the world. The Goodenough Hotel, which provides 4-star accommodation to all sorts of guests, has strong ties with the College and plays a major role in 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.
- Supporting the reservations team in dealing with bookings and requests for information.

Key responsibilities

1. Ensure all guests receive a professional, warm and individual welcome, which gives a lasting and positive impression of the Hotel.
2. Act as the first point of contact for all guests and to deal with all situations in a courteous and professional manner.
3. Take responsibility for carrying out all necessary operations when guests arrive and depart (check-in/check-out) using the Hotel's PMS systems.
4. Answer telephone enquiries in a professional manner.

- 5.** Manage invoicing and cash operations during the shift and ensure an end of shift balance – including completing a daily end of shift report.
- 6.** Offer portage to all guests on arrival and departure (this is done by our staircases in a listed building – there are no lifts). Store guest baggage when required.
- 7.** 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 and travel updates, timetables, etc.
- 8.** Support the reservations team, at all times, in the booking of rooms and dealing with enquiries – particularly, but not limited to, evenings and weekends when the reservations office is not open and also during busy times and to provide cover for sickness and holidays. This may include time spent working a shift (or part of a shift) 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 guests' 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.** 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.** Ensure your appearance is professional with full uniform – in line with our dress code policy (available in the employee handbook).
- 17.** Undertake any other duties which may be reasonably requested. The post holder will be expected to occasionally cover the night shifts and the reception desks at the College if required.

Person Specification

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| Job Title Receptionist | |
| Education/ Training | <ul style="list-style-type: none">• A good standard of English and Maths• Appropriate professional qualification (NVQ or higher) or qualified by experience |
| Experience | <ul style="list-style-type: none">• Relevant experience of working as a receptionist in a hotel or equivalent corporate environment• Experience in using a hotel or room booking system (Guestline or similar) |
| Technical Skills and Abilities | <ul style="list-style-type: none">• IT literate including Microsoft Outlook• Fluent in written and spoken English• A proactive and resourceful approach to problem solving and customer service• Excellent interpersonal skills including diplomacy• Ability to take reservations correctly and in a professional manner |
| Knowledge/ Understanding | <ul style="list-style-type: none">• Able to deliver excellent customer service, and to demonstrate a guest-oriented and service driven |
| Personal Attributes | <ul style="list-style-type: none">• Self-motivated and well organised• Willingness to adopt flexible working• Team player with a positive attitude• Capable and willing to carry luggage to rooms over four floors (no lift available) |

All of the above are essential criteria