



Receptionist

The Penrallt Country House Hotel are looking for a part time receptionist who will help to deliver friendly and effective customer service, that creates a warm and welcoming atmosphere for all our guests. The key aim of this position is to retain and attract new customers and also provide high levels of internal customer service.

Receptionist Job Duties:

- Always deliver excellent customer service.
- Assist in always keeping hotel reception area clean & tidy.
- To update the shift diary during and at the end of shift detailing all important activities carried out.
- To maintain and display excellent knowledge of the local area.
- Deal with all enquiries in a professional and courteous manner whether in person, telephone, and email.
- Administer all reservations including invoicing, cancellations and no-shows, in line with company policy in a prompt and efficient manner.
- Keep up to date with current promotions and hotel pricing, to provide information to guests on request, whilst maximising bedroom and other sales opportunities.
- Fulfil all reasonable requests from guest to ensure their comfort, satisfaction and safety.
- Conduct regular security checks throughout the day and report any security issues to line manager, ensure building is lit correctly.
- Report any maintenance issues immediately to the line manager and update shift diary. This includes maintenance for all furniture, fittings and equipment.
- Provide reports, as required, for housekeepers, kitchen and management

- Be responsible for evacuation, in cases of emergency, acting as first point of contact for guest and emergency services.
- Attend, contribute and be involved with team meetings.
- Carry out instructions when given by management.
- To assist when required with housekeeping duties



- To be punctual and maintain a professional appearance and adhere to uniform policy
- To prioritise tasks in relevance of importance
- To take room service orders for food and drink and if required to assist with kitchen duty.

Qualifications & Skills:

- To have an excellent telephone manner and communication skills
- To be able to use Microsoft office
- To be able to use Microsoft Excel
- To be able to use email
- To have a reasonable grasp of IT
- Previous knowledge of using Avodata/Rezcontrol or a similar PMS System. (desirable but not essential)
- Previous experience in the hospitality industry (desirable but not essential)

Part-time hours: 24 hours per week

Application deadline: Monday 19th April 2021

Expected start date: Mid May 2021

Job Types: Part-time, Permanent

Salary: £12 per hour