



## **JOB DESCRIPTION**

**JOB TITLE:** Casual Receptionist

**DEPARTMENT:** Reception

**RESPONSIBLE TO:** Reception Manager

### **PRIMARY PURPOSE OF JOB**

To ensure a high standard of hospitality with a high level of efficiency and accuracy whilst on shift at the Holiday Inn or International Hotel Reception.

### **Summary of Duties and Responsibilities**

To be fully conversant with the facilities and services and special promotions offered by the hotel and to pass this information on to the guests whenever the possibility arises to maximise hotel sales.

To carry out all Reception duties following the AM / PM procedures as outlined in the standards manual.

To ensure that all messages received for Guests are passed on accurately and as quickly as possible. Using Guest Link for Guests.

To ensure that all special requirements are reported to the Housekeeper / Shift Leader in the absence of the Reservation Clerk.

To ensure that the handover procedures are followed in the transferring of all relevant information on a daily basis.

To ensure that all credit limits are adhered to and advise the Guest and Reception team when limits have been reached.

To be aware of the hotel availability and that every opportunity to maximise room sales is taken.

To deal with cash, cheque and credit transactions in accordance with the hotel and company policy, and to ensure that any discrepancies are reported immediately.

To ensure that all changes are correctly posted to guest bills following the standard company procedures.

To ensure security of any safety deposits, guests property and lost property following the procedures outlined in the standards training manual.

To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.

To act in accordance with all Health & Safety and Hygiene regulations and to adhere to the Company's Health & Safety policy.

To attend training as & when requested.

To arrive at work at the correct time and in the correct uniform ensuring it is in immaculate condition.

To behave in a friendly and hospitable manner to all guests, customers and staff.

This JOB DESCRIPTION is not exhaustive, therefore the job holder may be required, from time to time, to carry out tasks as & when requested by Management.