

JOB DESCRIPTION

Job Title:	Receptionist
Department:	Admin & Front Office
Group / Team:	Accommodation
Responsible To:	Assistant Manager - Blue Peaks Lodge & Apartments Manager - Blue Peaks Lodge & Apartments Group Manager Property & Accommodation
Responsible For: (Total number of staff)	0
Job Purpose:	The Receptionist is responsible for undertaking all administrative duties within the front office. Also providing excellent customer service throughout daily operational hours, ensuring that guest expectation levels are met and exceeded at all times.
Date last reviewed:	June 2022

SKYLINE VALUES



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



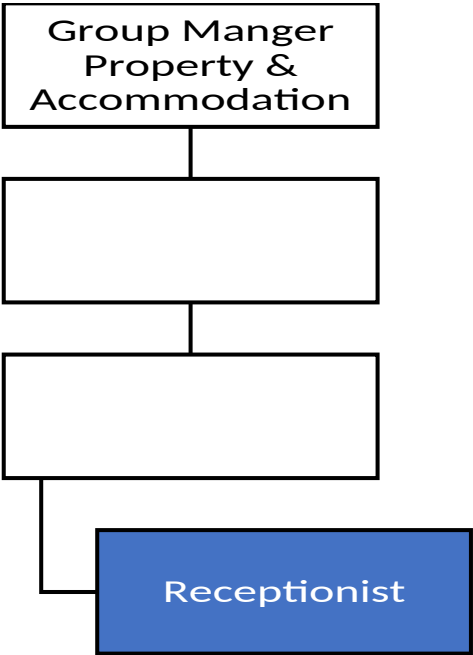
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed



Organisation Context



Key Relationships

External: <ul style="list-style-type: none">• Guests• Tour Operators
Internal: <ul style="list-style-type: none">• All departments



Key Result Area

Main duties

- Welcoming and creating a positive environment for all hotel guests
- Ensure information, advice and opportunities are available to assist guests during their stay, including activity sales
- To assist potential guests with enquiries and to make reservations, ensuring to follow yield and revenue guidelines
- Undertake all administrative duties related to recording, reporting and costing of the expenses of motel/apartments use
- Maintain the standard of safety, security and confidentiality which are necessary for the comfort of guests staying in the property
- Ensure that all requests and complaints received by guests and owners are responded to in a friendly, professional and prompt manner.
- Ensure that the overall standard of all types of accommodation, level of service, quality, hygiene and value provided by Blue Peaks meets our owners and guests' expectations.
- Coordinate with housekeeping staff for site inspections
- Ensure that all information is effectively communicated to the Assistant Manager and Manager – Blue Peaks Lodge & Apartments
- Keep an accurate up-to-date record of all lost property
- Respond to all lost property queries immediately after they are received
- Ensure all lost property items are always secure
- Ensure the health and safety of all guests and staff by adhering to Health & Safety legislation, reporting any maintenance defects and rectifying any equipment malfunctions.
- Adhere to Hotel's policies and procedures
- Assist with Housekeeping duties as and when required
- Undertake any other duties which may be related to and consistent with this job description, the general Duties of a Receptionist or as directed by the Assistant Manager or Manager – Blue Peaks Lodge & Apartments
- Maintain a public image which is always compatible with the highest standards whilst on the premises or representing the company in a work capacity

Health & Safety

- To observe and practise safe work methods
- To encourage other workers to work in a healthy and safe manner
- To discourage other workers from working in an unsafe manner
- To report or rectify any unsafe conditions or equipment
- To comply with the Health & Safety policy statement and H&S policies and procedures
- To work in a healthy and safe manner, providing a safe workplace to all employees
- To use protective/safety equipment wherever provided and required
- To report all incidents, work related injuries and near misses accurately and timely
- To participate in any rehabilitation programmes as required
- To be aware of procedures in the event of emergencies such as fire.



Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable

Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
	Customer service experience

Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment- including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

I accept the job description for the position of Receptionist.

Employee Name
Employee Job Title

Date



