



JOB DESCRIPTION

Post: The Yarrow, Receptionist

Responsible To: Rooms Division Manager

Summary of Post:

Accurate bookings for all guests are taken, delivery of an outstanding, warm welcome. Each team member is expected to act as an Ambassador for The Yarrow delivering individualised and personalised services for business and leisure travellers. Your task is to provide a personal, confident, conversational, direct and affirming service to make guests feel refreshed and recharged and want to return. You will have complete knowledge of your hotel and local area to ensure that our guests get the most out of their stay.

Specific Duties:

Our ambition is to become the world's best-managed hospitality company, delivering the best guest-centred experience in the industry. Our Radical Hosting service and clear training ethos underpins everything we do and gives us a unique position in the industry. We aim to lead not only in guest satisfaction, but also in employee engagement and believe in a 'never worry alone' culture and three simple words that define the way we work, passion, integrity & honour.

1. To ensure that all activities are aligned to deliver the Yarrow Guest Journey
2. To ensure that the highest level of service is provided to all guests and clients of the hotel, when being dealt with by Reception personnel, to maximise guest satisfaction.
3. To ensure that staff are fully informed of all relevant information pertaining to their role. This includes communicating with colleagues and managers and ensuring effective handover procedures are in place.



4. To ensure an excellent standard of customer care at all times.
5. To carry out all relevant reception duties and any other duties commensurate with grade as may be reasonably requested by management.
6. To ensure that all guest comments, including complaints are reported to a duty manager as appropriate and are dealt with in an effective and speedy manner in order to facilitate good guest relations and optimise guest satisfaction
7. To ensure that all control procedures pertaining to the processing of revenue are adhered to at all times, and any discrepancies are reported to the Rooms Division manager immediately.
8. To participate in sales activities as and when required ensuring Front Desk personnel are kept informed of all promotions at the Yarrow hotel.
9. To be fully conversant with all legislation in respect of hotel sales, payment of services, registration of guests, data protection and ensure they are complied with at all times.
10. To maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of all Reception employees.
11. To coach and develop students and professionals.
12. To recognise excellence based on hotel star ratings guidelines, through the hotel quality standards handbook.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	EMPLOYEE SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				
1.	Good organisational skills in order to provide an effective and efficient service	✓	✓	4
2.	Good IT skills	✓	✓	4
3.	Good communication and interpersonal skills both verbal and written e.g. customer service	✓	✓	4
4.	Ability to act on own initiative	✓	✓	4
5.	Highly guest- focused with a passion for great service and a drive for guest satisfaction	✓	✓	4
6.	Actively contribute to the College's Safeguarding practice, procedures, culture and ethos	✓	✓	6
7.	A flexible approach to work	✓	✓	4
Experience				
1.	Relevant practical industrial experience e.g. Reception or Front of house experience	✓	✓	4
2.	Experience of working in a team providing receptionist / administrative duties	✓	✓	4
3.	Industry awareness eg relevant compliance within the industry / legal standards etc	✓	✓	4
4.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		2
5.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		2



Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - . It would be great if the candidate had, but is not expected to be shortlisted.

Failure to meet all of the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.