

## *Hotel Receptionist*

*Responsible for the smooth running of reception ensuring that the high standards of customer service are constantly achieved.*

### *Duties & Responsibilities*

- Greet and welcome guests; answer their questions or concerns.*
- Provide an outstanding guest experience.*
- Answer and forward incoming phone calls.*
- Ensure reception area is tidy and presentable.*
- Maintain guest records and book reservations.*
- Complete basic cashier responsibilities.*
- Contact necessary staff to solve problems when challenges arise to ensure guest comfort.*
- Provide basic and accurate information in-person and via phone/email.*
- Receive, sort and distribute daily mail/deliveries.*
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor contractor sign in book).*

*The candidate should be flexible with working hours:  
morning & evenings, weekend / public holiday work.*