



## **Receptionist**

Da Vinci's Hotel are offering the opportunity for an experienced Receptionist to join an established Front Office team. The Job Purpose is:

Providing a friendly, efficient, professional, personalised service and product to all our customers as directed by Management and in accordance with health, hygiene and safety legislation and customer care policies.

The successful candidate for this role will:

- Have an in depth working knowledge of all front office procedures, including the computer system, switchboard, reservation and housekeeping procedure
- Communicate effectively with all departments, managers and team members with accurate
- Ensure customer care policies of the unit are maintained and to anticipate the needs of the customers at all times
- Ensure receptionist duty list is completed on all shifts
- Carry out a reception handover to team members at the end of all shifts
- Work as a supportive team member on an ad hoc rota basis
- Be able to demonstrate consistency of standards and quality
- Be confident to work collaboratively within a team
- Be willing to participate in all training and self-development

The candidate should, as a minimum, have the following attainments:

- Basic numeracy & literacy skills or qualifications
- Excellent communication skills, both verbal and written
- Proficient with computer software
- Hotel Reception and reservation systems experience is advantageous

Applications requested from [ciara@god-group.com](mailto:ciara@god-group.com)

