



FRONT OFFICE RECEPTIONIST

The Receptionists role is to welcome guests and visitors with a courteous and happy demeanor.

Perform reception duties professionally and efficiently.

Operate reception switchboard and reservation functions of the Hotels front desk as required, always maintaining impeccable dress and grooming standards at all times.

- Previous experience as a Front Office Receptionist in a luxury property
- Exceptional customer service skills.
- Proven skill in providing efficient service for guest registration and departure.
- Competently up sell room types where appropriate.
- Accurately maintain and settle guest accounts.
- Proven organisational, time management skill.
Happily assist with queries when required.
- Attend to all incoming calls via the switchboard in a professional and polite manner.
- Ensure guest confidentiality and safety, by maintaining strict security procedures.
- Be a team player who thrives in a busy environment.
- Computer literate including Fidelio (front office software) an advantage.
- Working knowledge of Hotel/Front Office procedures and policies concerning reservations, room assignments, restaurant and room charges and credit requirements.
- Well versed in local history, places of interest, shopping areas etc.
- Able to be flexible and work varying shifts including weekends, day, afternoon and evenings.

You will be rewarded with a competitive salary and a challenging working environment.

Staff benefits include: Company uniform. In house training for career development. Amenities including shower facilities and staff lounge.

Accommodation, food & beverage discounts for you, family and friends (dependant on tenure).

Clean safe multicultural, people friendly environment.