

“One Complex, One Team, One Success”

## The Reef Hotel Casino

### Front Office Receptionist

The Reef Hotel Casino is currently seeking a people person with recent experience, who excels in customer service to join our friendly Front Office team as a **Receptionist**.

The **Receptionist** is responsible for guest registration and departure, maintaining accurate guest accounts and providing helpful information with a courteous , happy demeanor.

You will inform management of the projected occupancy situation and maximise the occupancy result. To accept group bookings and make sure rooming lists and costs are correct.

#### Criteria

- ✓ Recent experience in a Front Office reservations role in a 4-5 star hotel.
- ✓ Working knowledge of hotel / front Office procedures & policies concerning reservations, room assignments, restaurant and room charges as well as credit requirements.
- ✓ Enthusiastic, friendly with a team player attitude.
- ✓ A cheerful and welcoming customer service style.
- ✓ Fantastic organisation and time management skills as well as an eye for detail.
- ✓ Comfortable with initiating conversation and promoting the complex facilities and services .
- ✓ Ability to provide information on the hotel and places of interest, shopping areas etc.
- ✓ Computer literate & competent in the use of office equipment including: PABX and Opera.
- ✓ Outstanding guest relations skill, with the ability to communicate with all cultures.
- ✓ Confident in handling guest complaints establishing a sincere, tactful approach.
- ✓ Able to work varying shifts including weekends, day, afternoon and evening shifts.
- ✓ Willing to develop and be part of a professional environment.
- ✓ Display a high standard of personal presentation.

#### Employment includes

A competitive salary and a clean safe multicultural, people friendly environment.

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

Accommodation, food & beverage discounts for you, your family and friends.

The Reef Hotel Casino is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of gender, race, physical ability, age, sexual orientation, religion or belief and family responsibilities.

The Reef Hotel Casino does not accept unsolicited resumes from recruitment agencies or search firms.



**THE REEF**  
HOTEL CASINO