



Wivenhoe House Hotel Ltd

Job Pack – Front of House Receptionist/Reservationist

Wivenhoe House is a beautiful 18th Century four-star hotel, near to the pretty quayside village of Wivenhoe, and minutes from Britain's oldest recorded town, Colchester. The hotel not only offers luxury, overnight accommodation, but also accommodates, weddings, conferences, private parties and more. Wivenhoe House runs popular hotel events and has a thriving brasserie bar & restaurant which includes a 110 cover modern restaurant and 120 cover banqueting facilities.

We require a professional customer-focused individual to join our friendly front of house team.

The main duties will include responding to enquiries, taking reservations and checking guests in and out.

Previous experience within the hospitality industry is essential and you will need to be highly organised with a smart and professional demeanour. You will need to be IT literate and have experience of working with booking systems. You will also have past experience of training staff and be enthusiastic about working with the degree students of Edge Hotel School.

JOB DESCRIPTION

Job Title and Grade:	Receptionist/Reservationist Band 2
Contract:	Permanent/Full Time.
Hours:	40 hours per week (to be worked flexibly 5 days over 7 to include evenings and weekends)
Salary:	£20,628 per annum from 1 April 2022
Department/Section:	WHH, Front of House
Responsible to:	WHH, Deputy General Manager
Reports on a day to day basis to:	Front of House Manager
Purpose of job:	To provide an efficient and professional Front of House service within agreed guidelines.



Duties of the post:

The main duties of the post will include but are not limited to:

1. Ensure that guests are greeted, checked in and allocated rooms promptly and courteously
2. Follow Company check-in procedures and ensure that the correct details are taken from each guest
3. Deliver excellent customer service at all times, face to face, over the telephone and via email
4. Show guests to their bedrooms and the facilities of the hotel, up selling hotel products and services when appropriate
5. Maintain up to date guest history, profiles and marketing databases
6. Liaise with Housekeeping to ensure that rooms have been serviced and are ready for arriving guests in a timely manner
7. Respond to guest enquiries
8. Take reservations correctly adhering to the company guidelines and policy
9. Liaise with all other departments in the hotel, building good working relationships with colleagues and ensuring relevant information is communicated in a timely manner.
10. Ensure that all charges are correctly entered on the guests' bills and that this is up to date at all times
11. Adhere to credit control procedures
12. Check out guests effectively following the hotels procedure
13. Ensure that all enquiries, messages and concierge enquiries are dealt with courteously and efficiently
14. Mentor and coach Edge Hotel School students to ensure they maximise their training in Front of House
15. Administer all reservations, cancellations and no-shows, in line with company policy
16. Keep up to date with current promotions and hotel pricing, to provide information to guests, on request, while maximising bedroom sales opportunities
17. Fulfil all reasonable requests from guests to ensure their comfort, satisfaction and safety
18. Report any maintenance issues immediately to line manager, including all furniture, fittings and equipment
19. Provide systems reports, as required, for housekeepers and management
20. Keep Front of House areas tidy at all times
21. Ensure that newspapers and deliveries are delivered to rooms without delay
22. Manage all telephone calls coming into the hotel
23. Ensure that the hotel entrance is easily accessible to cars and taxis at all times
24. To carry out occasional night shift duties as required for holiday/sickness cover
25. Any other duties as may be assigned from time to time by the General Manager or his/her nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.



Person Specification:

Job Title:	Front of House Receptionist/Reservationist
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Qualifications /Training

	Essential	Desirable
▪ Previous experience in a similar position	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪	<input type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Previous experience in the hospitality industry	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous guest services, reception or concierge experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ IT literate with experience of using computerised booking systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a 4 or 5 star establishment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experience of training/coaching new staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Ability to convey information effectively both orally and in writing to guests, colleagues and students	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Good sales and negotiation skills – ability to up-sell	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Professional demeanour and the ability to engage effectively with customers and students	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Highly organised with a flexible approach to work	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Professional approach to work	<input checked="" type="checkbox"/>	<input type="checkbox"/>