

THE GRAND HOTEL

The Grand Hotel is one of Torquay's finest 4 star hotels situated opposite Torre Abbey Sands with a spectacular view over the bay! The hotel consists of over 120 bedrooms forming different individual styles and views, The 1881 Restaurant, The Brasserie & Lounge, Leisure & Spa Facilities with indoor and outdoor swimming pools along with perfect events spaces which accommodates meetings, weddings and events.

The hotel is part of The Richardson Hotel Group which is a established hotel group operating additional hotels in Torquay, Falmouth & Exmouth. Following business expansion, we are now looking to recruit hospitality individuals to be part of our ongoing journey in continuing the development of our hotel business. If you are a hospitality individual and are looking for a new challenge and would like to be part of an exciting journey within the business and for yourself then we would like to hear from you.

WORKING WITH US

As part of our exciting recruitment program we are looking to recruit a receptionist, reporting to the reception manager/supervisor on a full time basis working to the needs of the business. The position involves early, late nights and weekends and also due to the nature of the business will be required to work during peak seasonal holidays.

This a fantastic opportunity for a talented individual to join our hotel in assisting us to achieve our financial and customer satisfaction goals. You will be part of a challenging department in achieving high standard of customer care, creating the ultimate customer experience within our busy hotel.

MAIN DUTIES & RESPONSIBILITIES

- To assist in the smooth operation of all areas of the Reception department.
- To check guests in and out and process payments accurately.
- To verify reservations through the reservation system.
- To deliver excellent customer service, responding to any guest requests efficiently and effectively and ensuring a warm welcome
- To be responsible for switchboard operation, transferring phone calls to correct extension and taking accurate messages.
- To be responsible for taking reservations for guests over phone, via emails, or walk ins.
- To collect, post, and balance payments to the Rezlynx system, and cash up at the end of the shift.
- To inform guests of amenities available as well as pertinent hotel information at all times.
- To maintain the front desk area in a neat, organized, and stocked manner at all times.
- To follow all hotel policy and procedures, including SOP's, HR and H&S.

ABOUT YOU

- Commitment to delivering excellent customer care
- Good communication and organisational skills
- A get up and go attitude
- Previous reception experience would be desirable

RECEPTIONIST

Job Types: Full-time, Permanent
Salary: £11.44 per hour
Expected hours: 40 per week

Benefits:

- Company pension
- Discounted or free food
- Employee discount
- Free parking
- Gym membership
- On-site parking

Schedule:

- 10 hour shift
- 8 hour shift
- Day shift
- Weekend availability

Experience:

- Hotel Reception: 2 years (preferred)
- Rez Lynz: 2 years (preferred)
- Customer Service: 5 years (preferred)

CONTACT

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