



COMPANY: Think Apartments

JOB TITLE: Receptionist

REPORTING TO: Duty Managers – Think Apartments

RESPONSIBLE FOR: Reception and Reservation duties

KEY LIAISON: Front Office employees
Hotel guests
Suppliers
Contractors

SCOPE & MAIN PURPOSE

To provide exceptional reception service to all guests of Apartments, ensuring quality standard are maintained whilst achieving maximum revenue and guest satisfaction.

KEY OBJECTIVES

1. Maximize the service opportunities for guests to ensure return visits.
2. To be the first point of contact for guests during their stay and assist them with any enquiries to ensure guest satisfaction.

PRIME RESPONSIBILITIES distributed between the Key Result Areas

Sales & Marketing

1. Participate in guest activities that promote Think Apartments product and its services.
2. To create and take advantage of sales opportunities in order to maximise Think Apartments revenue.
3. To be fully aware of the Apartment facilities and promote them whenever possible.
4. To answer telephones promptly and correctly to maximise business and minimise guest frustration.
5. To be consistently aware of the Think Apartments availability and sell apartments at the best possible rate.
6. To assist the reservations department as and when required.
7. To maintain a high level of awareness of local competitors and trends.
8. To remain focused on sales and standards.

Finance

1. To accurately post charges to guests accounts.
2. To maximise rate and occupancy whenever possible.



3. To follow cash handling and credit procedures and to report any discrepancies to your Duty Manager or supervisor immediately.
4. To be responsible for individual bank floats and follow banking procedures at the end of your shift.

Customer Care

1. To aid and assist guests throughout their stay in a friendly and professional manner.
2. To ensure that guests receive an exceptional level of service and will want to return.
3. In the event of a guest being lost – personally take them to their place of destination.
4. To be fully aware of daily activities in the hotel.
5. To maintain good working relationships with colleagues in the Reception area and other departments of Think Apartments.
6. To be able to take a reservation in the absence of the Reservations team ensuring that all information is correctly recorded.
7. To take personal responsibility in a guest situation to ensure that it gets resolved efficiently and follow-up to ensure that the guest leaves feeling satisfied.

Training & Development

1. To attend training when required.
2. To constantly improve and develop product knowledge to maximise quality of service.
3. To be able to be cross-train in other departments to develop individual potential.

Maintaining Product

1. To help maintain Think Apartments, collect any litter, remove/report hazards.
2. To ensure security procedures regarding guest valuables, departmental keys and floats are strictly adhered to at all times.
3. To comply with brand, Think Apartments and company operating standards.
4. To be fully conversant with the Think Apartments policy on:
 - Fire & Evacuation
 - Security procedures
 - Health & safety policy
 - Personnel & Training procedures

PERSON SPECIFICATION

1. 1+ years experience in a similar guest service role preferable.
2. Strong communication skills and good command of English language essential
3. IT literate
4. Must be able to display a willingness to help others
5. Able to work well in a team or on own initiative
6. Use of PMS is an advantage
7. Impeccable self presentation
8. Have a proactive approach to self development
9. Minimum entry level qualifications, 5 GCSE's or equivalent
10. Able to work flexibly including nights, weekends and early and late shifts.
 - Early shift 7.00am to 3.30pm
 - Late shift 2.30pm to 11.00pm
 - Middle 10.00am to 6.30pm
 - Night shift (To Cover Night Receptionist) 11.00pm to 7.30am