



JOB TITLE: Hotel Receptionist
JOB REFERENCE: REC 11/19

To apply for this position please send your CV to HR@galgorm.com ref; REC 11/19

We are looking to recruit a **Full Time Hotel Receptionist** with excellent **customer service** skills, and excellent **attention to detail**.

About the role:

The main responsibilities for this position are to check in, check out and welcome all guests to the Resort. Be a member of a friendly and professional team and to deliver a high standard of customer service and answer any queries to all guests in a 4 Star environment. This role will be a mix between operating our main switchboard and working at the front desk.

Why work for us? We offer:

- Great opportunity to enhance your career with prestigious 4-star Resort
- Upon passing a 6-month probation, you will be invited to enjoy an overnight stay in one of our luxurious bedrooms as well as friends and family rates on accommodation
- Discounts on many services offered by our Spa & Golf Resort
- Training and development opportunities
- In house and external training
- Attractive pay scale on offer

The Position:

- To work within office guidelines to ensure that all client bookings are accurate.
- To deal with all client queries – by phone, post, online and face-to-face.
- To maintain a good knowledge of all the Resort's services in order to deal with daily client queries and bookings.
- To identify and maximise sales opportunities in all client queries/contact.
- To carry out reception procedures as per the daily checklists.
- To carry out administrative duties as required.
- Work within the guidelines of health and safety operatives to ensure all staff and guests are safe at all times.

The Person:

Essential Criteria;

- 6 months experience working in a dynamic, fast paced environment as a receptionist/admin.
- Confident IT skills to include word and excel.
- Experience working as a switchboard operator (desirable).
- Experience or an interest in the hospitality industry.

- A good customer service background with the ability to demonstrate skills in both with the desire to deliver outstanding customer service.
- Strong interpersonal and communication skills.
- Warm, friendly and energetic with a great pride in your overall appearance.
- A flexible work approach.

Hours of Work:

This position is full time and will be 9-hour shifts, based on 5 days out of 7, including weekend work. There are varied shifts available, the morning shift on the main reception desk is;

- 7:30am – 2:45pm
- 10am – 6pm
- 2:45pm to finish which is usually around 10:30pm.

On our Deluxe Reception;

- 9:30 – 5pm

On our switchboard

- 8am – 6pm
- 12pm – 10pm

Additional benefits:

Working in an outstanding working environment, attractive pay scale, a stylish uniform, long service awards, free parking, great training, career opportunities and much more!

Hourly rate:

£9.18 per hour with a payscale in place.

Previous applicants need not apply.

We reserve the right to enhance the criteria to aid shortlisting and, in the event, that we receive large numbers of applications only those that are shortlisted will be contacted.

Please be aware that by applying for this post you are consenting to Galgorm Spa & Golf Resort processing the information you have provided for the purposes of Recruitment and Selection for this role. Further details are available in our Job Applicants Privacy Policy available on request from our HR department.

Galgorm Spa & Golf Resort is an equal opportunities employer.

The closing date for applications will be Tuesday 19th November at 12pm.