



JOB TITLE: Hotel Receptionist
JOB REFERENCE: REC1018

We are looking to recruit a Full time Receptionist with excellent customer service skills, and excellent attention to detail. The Resort has a very positive working environment, where all our team members are encouraged, with our full support, to plan and tailor their development, and use their initiative to best serve their clients

The main purpose of this position is to cover reception and switch board as required.

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:

The successful candidate will have;

- 6 months experience working in a dynamic, fast paced environment as a receptionist.
- Confident IT skills to include word and excel.
- Experience working as a switchboard operator (desirable).
- A good administrative and customer service background with the ability to demonstrate skills in both.
- 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.
- Experience or an interest in the hospitality industry.

The position is full time and will be shift based on 5 days out of 7; this will include evening and weekend work

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 Resort & Spa 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 Resort & Spa is an equal opportunities employer.

The closing date for all applications will be Monday 22nd October at 4pm.