

GALGORM

SPA & GOLF RESORT

JOB TITLE: Night Receptionist
JOB REFERENCE: NREC 07/19

Please email HR@galgorm.com to request the Night Receptionist application form.

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

About the role:

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 working on the reception desk, answering any phone calls and any check ins or check outs arriving late at night or early morning.

The Position:

- Provide assistance to all guests at reception
- Answer all incoming telephone calls courteously
- Usage of the system to input reservations, to check in and check out clients effectively
- Offer assistance to all queries put forward by guests
- Preparing Registration cards for following day check ins
- Maintain and tidy all reception areas for the following day's operations
- Prepare the night audit function for a reconciliation of financials of the day, close all sales functions, run the night audit and prepare the system for following day's operation
- Report and deal with any maintenance issues during the night shift and report all issues accordingly the following day
- Maintain an efficient handover system with the morning shift to run a smooth operation at the hotel
- Closely monitor and assist the security situation in the hotel during the night shift
- Carry out and assist all security related walks throughout the building to ensure the safety of the clients
- Assist any room service orders during the night shift

The successful candidate will have;

The Person:

- 6 months experience working in a dynamic, fast paced environment as a receptionist or administrator.
- 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.

Hours of Work:

This position is based 3 nights out of 7. The most common shift starting at 10pm and finishing at 8am.

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:

£8.41 per hour with a payscale in place.

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 all applications will be Monday 29th July at 12pm.

To apply for this position please complete the Night Receptionist Application form and email to HR@galgorm.com , ref; NREC 07/19