



VICTORY SERVICES CLUB

## JOB DESCRIPTION NIGHT RECEPTIONIST / RESERVATIONIST

Job Title:	Responsible for:	Responsible to:
Night Receptionist / Reservationist / Porter	N/A	Night Manager, Front of House Manager

### Primary Role:

- To ensure that security is the priority.
- To ensure that the Reception desk is always attended and that the Club entrance is always secured.
- To give a warm and friendly welcome to all visitors.
- To ensure that all billing and administration procedures are carried out correctly in accordance with laid down procedures.
- To work according to duty rosters on reception/reservations/switchboard.

### Specific Tasks:

#### Duties and Responsibilities:

- To ensure that the Reception desk always has a member of the Night team behind it.
- To ensure that the Concierge Desk is manned at all times irrespective of whether the front door is locked or not.
- To ensure that the security focus on the entrance is not compromised.
- To act as porter when requested, which includes manning the concierge desk in addition to the Front Entrance
- To monitor CCTV when covering the desk and understanding the mechanics of how the system works
- To challenge anyone who enters the club before they are granted access beyond the Porters Desk to ensure the Club is a safe environment for everyone.
- To sign in all visitors and issue them with a security badge
- Make/modify/cancel reservations by telephone, letter, email and at the desk (lower desk)
- Filing/photocopying and bill member accordingly if required.
- Deal with function reservations and payment and enquiries
- Take telephone messages for guests.
- Assist members on telephone and in person with general enquiries.
- Sell stationary, Club Shop and Christmas cards (when in season).
- Deal with registered, recorded mail and parcels accordingly
- Compile Reception Emergency Backup reports.
- Check in/out guests.
- Request membership cards upon arrival for ID/Security purposes
- Ensure all monies, floats and audits are checked and balanced at the end each shift.
- Assist with room moves accordingly
- Liaise with Housekeeping regarding early check ins/check outs
- Issue keys and key cards to guests.
- Daily security check on keys.
- To attend Night Briefings when requested
- To carry out other duties from time to time which are compatible with the above post.
- To represent the VSC positively at all times.
- To report any security issues to the Night Manager.
- To report any other issues that would affect the Club to the Night Manager.

<b>Health &amp; Safety and Environment:</b>
<ul style="list-style-type: none"> <li>• Well-established knowledge of the VSC Health &amp; Safety procedures.</li> <li>• Knowledge of Fire Safety and Evacuation procedures.</li> <li>• All staff are required to use energy resources efficiently and sparingly.</li> <li>• Recycle waste where appropriate and to stop or report any wasteful practices.</li> </ul>

<b>Previous Experience and Training:</b>
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Ability to prioritise tasks and to work using own initiative in order utilise time effectively.</li> <li>• Ability to type, prepare correspondence using computerised systems.</li> <li>• Good communications skills both in writing and verbally.</li> <li>• Ability to work to agreed procedures and as part of a team.</li> <li>• Adaptable and flexible approach to work.</li> <li>• Hotel 3000- Word Based Hotel Management System</li> <li>• Microsoft Outlook</li> <li>• Meridian Switchboard- 8 lines 64 extensions.</li> <li>• Management Certificate HNC/BTEC/NEBS/NVQ</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Experience of day-to-day running of busy reception/reservations office.</li> <li>• Experience of working in a team environment.</li> <li>• Previous experience in customer or services role.</li> <li>• NVQ (level 2-4) or HNC in Reception and/or in Hospitality.</li> </ul>

<b>Issued by (name/job title):</b>	<b>Signed:</b>	<b>Date:</b>

<b>Acknowledged by (name):</b>	<b>Signed:</b>	<b>Date:</b>