



VICTORY SERVICES CLUB

## JOB DESCRIPTION RECEPTIONIST / RESERVATIONIST

Job Title:	Responsible for:	Responsible to:
Receptionist / Reservationist	N/A	Reception Supervisor, Deputy Front of House Manager, Front of House Manager

Primary Role:
<ul style="list-style-type: none"> <li>To give a warm and friendly welcome to all visitors.</li> <li>To ensure that all billing and administration procedures are carried out correctly in accordance with laid down procedures.</li> <li>To work according to duty rosters on reception/reservations/switchboard.</li> </ul>

Specific Tasks:
<ul style="list-style-type: none"> <li>Make/modify/cancel reservations by telephone, letter, email and at the lower desk</li> <li>Filing/photocopying and bill if necessary</li> <li>Deal with function reservations and payments.</li> <li>Take telephone messages for guests.</li> <li>Assist with members on telephone and in person with general enquiries.</li> <li>Sell Club Shop items and bill accordingly</li> <li>Assist with taking documents for new members when the membership office is closed.</li> <li>Compile Reception Emergency Backup reports.</li> <li>Check in/out guests.</li> <li>Assist with waitlisted reservations &amp; provisional bookings when requested by the Supervisor</li> <li>Assist with room moves when requested</li> <li>Ensure all monies, floats and audits are checked and balanced at the end each shift.</li> <li>Issue keys and key cards to guests.</li> <li>Daily security check on keys.</li> <li>To carry out other duties from time to time which are compatible with the above post.</li> <li>To represent the VSC positively at all times.</li> <li>Hotel 3000- Word Based Hotel Management System.</li> <li>Microsoft Outlook.</li> <li>Meridian Switchboard- 8 lines 64 extensions.</li> </ul>

Health & Safety and Environment:
<ul style="list-style-type: none"> <li>Well-established knowledge of the VSC Health &amp; Safety 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>

Previous Experience and Training:
<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>Neat appearance and grooming essential.</li> <li>Outgoing, friendly personality and good team working skills.</li> </ul>

- Must be able to handle pressure situations in an organised, polite and professional manner.
- Management Certificate HNC/BTEC/NEBS/NVQ

**Desirable:**

- Experience of day-to-day running of busy reception/reservations office.
- Experience of working in a team environment.
- Previous experience in customer or services role.
- NVQ (level 2-4) or HNC in Reception and/or in Hospitality.

Issued by (name/job title):	Signed:	Date:

Acknowledged by (name):	Signed:	Date: