

# Receptionist



part of  SEARLES LEISURE GROUP

Heacham Manor are looking for a full-time friendly, customer focused Receptionist to join their busy team on a fixed term contract.

## About the Business

Heacham Manor Hotel is an award winning 52-bedroom, 3-star luxury country house hotel and golf club with a popular AA Rosette Restaurant, set in beautiful parkland close to the stunning North Norfolk beaches, the Victorian seaside town of Hunstanton and the Royal Sandringham Estate. It is part of Searles Leisure Group, a privately owned and successful family run business for over 60 years.

## Role Summary

As a Receptionist, you will assist with the effective day to day operation and development of the Reception/Reservation department. This department's primary role is to be the first positive and welcoming contact with our guests and to ensure that the majority of face to face and over the phone inquiries are dealt with quickly and efficiently. Reporting directly to the Front Office Manager, you will ensure that the image, standards, and reputation of the company are always upheld. These standards must be maintained throughout the department consistently and when conversing with guests.

## Specific Duties/Responsibilities

- Welcoming, checking in and checking out guests ensuring that all correct information is passed on to the guest regarding their stay and any relevant departments.
- Answering the telephone inquiries.
- Using the computerised booking system to make reservations.
- Taking restaurant and golf bookings.
- Handling general administration in the Reservations/Reception Department (Front Office).
- Maintaining the safety and security within the department as set out in the company policies and procedures.
- Responsible for ensuring the department supports and inputs ideas into projects and future developments.
- Adhere to the company's cash handling procedures.
- Ensure Key Responsibilities are always adhered to.
- Ensure any guest enquiries and complaints are acted upon as quickly and efficiently as possible and report complaints to the Relevant Managers.
- Ensure that all maintenance issues are passed on using the correct procedure for reporting such incidences
- Ensure standard operating procedures are carried out before, during and following shifts.

## General Responsibilities

- Work in accordance company Policies and Procedures.
- Ensure that all Health & Safety requirements are adhered to.
- Report any breach of Health & Safety witnessed by you to your Manager or Health & Safety Representative.

- Ensure a professional demeanor is maintained at all times especially when guests and/or colleagues are present.
- Provide a friendly and efficient customer service.
- To work with the team during situations of sickness or during such times that extras help is required.
- To lead by example and set high standards during training of new staff.
- Maintain a positive and respectful working relationship with other colleagues within Searles Leisure Group.
- Perform any other duties reasonably requested of you by your Manager.

#### **Other duties**

- Participate in training and development activities to ensure own continuous professional development
- Participate in team meetings
- Cover the duties of colleagues as and when required.
- Liaise and cooperate with your colleagues in other departments
- Uphold, safeguard, and promote the business values and philosophy

#### **Contract & Hours of Work**

Full-Time or Part-Time, Permanent contract.

- Approx. 38 hours per week (yearly minimum average).

Please note, we are a 7-day a week operation including weekends, public/ bank holidays the peak periods.

#### **Salary**

National Minimum Wage

#### **Our Standards**

- Provide an outstanding level of customer service to ensure we exceed our guest's expectations.
- Achieve/retain the 3-star luxury country house hotel and golf club with AA Rosette Restaurant award and any other relevant awards and standards.

This Job description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed. Not all specific tasks can be listed, and your role includes any other duties or responsibilities on request as may reasonably and lawfully be expected to assist in the day-to-day operation of the Hotel.

#### **Essential Criteria:**

- Excellent written and spoken English
- ICT and Administration Skills
- Be professional and thorough
- Able to take initiative
- Be discrete, trustworthy, and reliable
- Excellent Customer Service
- Hotel Reception Experience
- Excellent Telephone Manner
- Target/KPI and quality focused with hands on approach.

#### **Desirable criteria:**

- Computerised reservation system experience

#### **Company Benefits:**

- Discounts in Searles Leisure Resort Food & Beverage Outlets.
- 10% Discount at The Mulberry Restaurant at Heacham Manor Hotel.
- Use of Company facilities including Clubhouse, Children's Sidney Soft Play, Swimming Pools, Splash & Gym.
- Discounts on Golf Memberships.
- 10% Discount on treatments at The Mulberry Spa at Heacham Manor Hotel.
- Discounts at the Princess Theatre.
- Offers (discounts) on accommodation at Searles Leisure Resort and Heacham Manor Hotel.

Job Types: Full-time, Part-time, Permanent

Schedule:

- Day shift

Work remotely:

- No

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