



## STAPLEFORD PARK

### Receptionist

Stapleford Park is a 4 red star luxury country house hotel offering a spa, championship golf course, luxury accommodation, country sports & 2 AA Rosette Restaurant. We are currently seeking a Receptionist to join our team.

You will ensure a consistently high quality of service to all guests and support other members of the front desk team drawing upon your previous customer facing experience to achieve service and revenue targets. An able communicator, you must be able to demonstrate your ability to converse with a wide variety of guests and colleagues at all levels, therefore a high standard of literacy, numeracy and computer systems are also essential.

Your duties will include; check in and out of guests including rooming of guests; effective reservation & event enquiry handling; collating guest service feedback; receiving and the handover of information; accurate billing and posting of revenue; effective general enquiry handling from guests and colleagues.

We would prefer applicants to have a working knowledge of a computerised hotel management system, preferably Opera, however training will be provided to the right candidate.

Candidates must be eligible to work in the UK. Please note there is no live-in accommodation available for this position.

Shift work (between 8am and 8pm) on a rota basis working 5 days out of 7 up to 40 hours per week including weekends (depending on business levels).

#### **Skills and experience required to perform the role:**

- Good verbal & written communication skills
- Passion for customer service
- Current and clean driving license
- Knowledge of food and beverage service
- Ability to remain calm and deal with possible difficult situations
- Fluent English
- Ability to juggle workload and be flexible
- Attention to detail
- Ability to work in a team and on own initiative
- Computer literate



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Approx 40 hours per week.

Salary: £7.83 /hour

Please submit CV and Covering Letter to: [lhodkinson@stapleford.co.uk](mailto:lhodkinson@stapleford.co.uk)