



DURKIN'S

Receptionist

Durkin's Bar, Restaurant and Guesthouse / Square One Café is currently recruiting a Receptionist to join the team.

Objective of the Role:

To increase customer satisfaction by providing efficient, prompt, trouble free and courteous Front Office service connected with arriving, and in-house guests, in line with the hotel's and corporate guidelines and service concepts.

Department:

Front Office

Reports to:

Front Office Manager

Tasks, Duties and Responsibilities:

Provide the highest standard of service to guests

- Is available to register, process, and greet customers promptly
- Checks the daily arrival list
- Welcomes customers to the hotel
- Responds to customer requests for information about the hotel and its surroundings
- Arranges for special services requested by the customer
- Stays current with developments in the hotel by reviewing the communication log book each shift; updates log book for next shift
- Arranges fulfilment of customer services by working with Housekeeping, Reservations and Room Service
- Allocates rooms and issues appropriate keys
- Follows-up and verifies arrivals by updating registration cards in regards to spelling of guest's name, address and method of payment
- Changes room rates and guest rooms if approved by Front Office Manager
- Handles incoming guest room reservations
- Handles reservations for guests with rental cars, restaurants, etc.
- Is aware, at all times, of current room status and room availability
- Is fully aware of the relevant service concepts
- Is fully aware of, and knows how to handle, all current and future hotel promotions
- Utilises yield management to maximise room revenue
- Increases hotel revenue by promoting food and beverage alternatives within the hotel



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- Minimises loss of revenue by adhering to all established credit procedures
- Insures all guests establish credit upon check-in
- Monitors customer accounts to insure adherence to hotel credit limits by completing high balance reports and verifies accuracy of registration information
- Improves timeliness of cash flow by adhering to established credit and inventory control procedures
- Receives proper approval codes for cash and credit card paying customers
- Identifies and records special billing instructions and notifies accounting and Service Manager
- Completes shift closing accurately by getting appropriate approval signatures and authorisation codes
- Adheres to hotel policies regarding the use of cash banks
- Communicates effectively with guests, colleagues, and supervisors
- Demonstrates teamwork by co-operating and assisting colleagues as needed
- Handles difficult situations effectively
- Communicates open and closed dates, availability and condition of rooms to the FO Manager
- Keeps effective key control
- Ensures that guest mail and messages are delivered promptly
- Demonstrates a working knowledge of all services and facilities of the hotel, and effectively assists the hotel's guests
- Issues safety deposit boxes to guests upon request
- Uses the ABC approach to respond to negative comments and complaints; and notifies Duty Manager immediately for appropriate follow-up

Knowledge of Front of Office Technology

- Is fully conversant with the hotel reservation system
- Is able to operate switchboard, telefax, key equipment, credit card machines and printers, hotel alarm systems, and other Front Office equipment

Security, Health and Safety

- Ensures that own cash is secure at all times
- Ensures all discrepancies in own cash are declared to the Service Manager and Controller
- Ensures that guest details are not disclosed



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- Maintains high confidentiality in regards to guest privacy
- Reports any suspicious behaviour of guests and staff to the Service Manager, and Security
- Notifies Service Manager and Executive Housekeeper regarding lost and found objects
- Ensures that all potential and real hazards are reported appropriately immediately
- Fully understands the hotel's fire, emergency, and bomb procedures
- Follows emergency procedures to provide for the security and safety of guests and employees
- Works in a safe manner that does not harm or injure self or others
- Supports a safe hotel by applying hotel regulations, and adhering to existing laws and regulations
- Anticipates possible and probable hazards and conditions and notifies the Service Manager
- Maintains the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct

Miscellaneous

- **Responsible Business:** show involvement and be interested in environmental and/or social issues by participating in Responsible Business hotel and departmental activities
- Assists the Service Manager when requested
- Attends meetings and training required by the Service Manager
- Accepts flexible work schedule necessary for uninterrupted service to hotel guests
- Maintains own working area, and materials clean, tidy and in good shape; reports defective materials and equipment to the Service Manager
- Continuously seeks to endeavour professionalism in own job function
- Knows:
 - Hotel fire, bomb and emergency procedures
 - Hotel health and safety policies and procedures
 - Hotel facilities and nearby sights of interest and importance (i.e. hospitals, stations, tourist sights)
 - Hotel and corporate marketing and promotional programs
 - Corporate clients and clients generating high business volume

Please email CVs to info@durkins.ie