

Job Description

Current as at: 14/08/2017

RECEPTIONIST GEORGE WILLIAMS HOTEL	
RESPONSIBLE TO:	Front Office Manager (or other person who may, from time to time, be nominated).
RESPONSIBLE FOR:	Reception staff of lower grades
POSITION LEVEL:	Full-Time/Casual – Hospitality Industry (General) Award 2010
POSITION SUMMARY:	Under the direction of the Front Office Manager, ensure the quality and timely delivery of all accommodation related services with the view of maximising profits whilst ensuring guest satisfaction.
PRIMARY RESPONSIBILITIES:	<ol style="list-style-type: none"> 1. Ensure guests are greeted in a warm friendly manner, creating a positive first impression of the George Williams Hotel; 2. Ensure guests enjoy a comfortable stay through friendly and efficient service; 3. Maximise revenue and occupancies via sales of hotel rooms and promotion of other facilities; 4. Assist the Front Office Manager with the induction and training of all new reception staff; 5. Maintain and comply with training manuals, policies and work procedures and assist the Front Office Manager with updating policies and procedures on an annual basis as required; 6. Be familiar with all hotel facilities and outlets incl.: room rates, room types, room availability, daily events, promotions, VIP's, operating hours of outlets, conferences and local attractions; 7. Familiarize yourself with daily happenings in the Hotel. Read the front desk diary and conduct a handover with the receptionist from the previous shift and <i>advise if there are any changes in the day to day operations that may be applicable</i>; 8. Understand and accurately complete all guest reservations via phone enquiry, in-person, fax or internet; 9. Process registration and check-in of hotel guests in a professional and efficient manner, making sure that they are aware of reception hours, how security cards work, internet availability and terms and conditions of their stay; 10. Ensure all necessary details are taken on arrival and method of payment is secured; 11. Ensure source of business data is accurately recorded; 12. Allocate rooms for guests and ensure that regular guests, corporate clients and VIP's are allocated the correct room numbers and all special requests are adhered to where possible; 13. Provide daily reports for housekeepers and update reports where necessary; 14. Maintain close liaison with housekeeping staff and notify of any changes to the hotel status immediately, i.e.: early check-outs, late departures, special requests, room moves, extensions to stay etc.; 15. Familiarize yourself with arriving guests and ensure all reservations are accurate, identify return guests prior to arrival; 16. Be familiar with group arrivals i.e.: ETA's & ETD's, share arrangements, billing instructions and payment details and check details prior to guests arriving; 17. Check out hotel guests in a polite and professional manner; 18. Ensure guest accounts are accurate and payments are finalised before guest departure; 19. Ensure all accounts receivable invoices are recorded and forwarded for payment to the correct supplier; 20. Follow up on all AR accounts and provide report to the GM; 21. Ensure accurate cash handling and shift balancing. Report any discrepancies to the Front Office Manager, on the handover of each shift including the night audit reconciliations. 22. Undertake posting of all charges throughout the day, balance of shift and produce relevant reports; 23. Co-ordinate storage of luggage and transport arrangements for hotel guests, booking transport on behalf of guests when required and or requested;

	<ol style="list-style-type: none"> 24. Accurate recording and setting of wake up calls; 25. Operate all reception equipment effectively, including telephone systems, facsimile, photocopiers, printers, the Maestro Computer System and its reports; 26. Maintain close liaison with the Front Office Manager on hotel status to ensure optimum occupancy and average rate; 27. Maintain a high standard of personal grooming and hygiene and ensure your name badge and uniform are worn at all times; 28. Handle guest queries and complaints in a professional manner ensuring guest satisfaction, and the passing on of relevant information to the Front Office Manager; 29. Maintain confidentiality of information of the YMCA of Brisbane and Y-Care records and files; 30. Maintain the work environment so as to minimise risk to both customers and staff; 31. Report identifiable risk so that immediate action can be taken; 32. Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document; 33. To maintain the Quality System and report any deviations from the intended system; 34. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual"; 35. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy; 36. Any other duties as required within the George Williams Hotel or other venues as determined by the Chief Executive Officer from time to time.
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QUALIFICATIONS / EXPERIENCE	<ol style="list-style-type: none"> 1. Previous experience within the hospitality industry including front office, reservations or sales experience; 2. Ability to handle in a professional manner queries, complaints and any difficult situations which may arise; 3. Capable of operating effectively in a high pressure environment; 4. Demonstrated strong communication and negotiation skills; 5. Proven commitment to delivering and improving the customer service experience; 6. Sound computer literacy in Microsoft Office Suite; 7. Willing and able to work flexible hours as determined by the business requirements; 8. Current First Aid and CPR Certificates; 9. Willingness to provide current and nil conviction National Police Certificate; 10. Certificate of Suitability in accordance with the Commission for Children and Young people and Child Guardian.
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