

JOB DESCRIPTION

Job Title: Receptionist

Department: Front Office

Location: Type location

Date Created: December 2016

Date Revised: Type date

Job Purpose

- Behaves and acts in an exemplary fashion, embodying the brand mindset
- Performs Front Office operations, applying the organizational structure defined by the Front Office Manager
- Together with the Welcomer Manager, is jointly responsible for welcoming and taking care of guests throughout their stay
- Contributes to guest satisfaction at all times by providing high quality services throughout their stay
- Helps meet the department's quantitative targets through his/her sales efforts

Reporting Lines

Front Office Manager/ Assistant Front Office Manager/ Duty Manager/Front Desk Supervisor/ Senior Receptionist

Receptionist

Primary Responsibilities

1- Customer relations

- Helps encourage customer loyalty by developing friendly, personalized relationships
- Gives priority to guest relations, while taking care to respect administrative procedures
- Anticipates guests' need and takes them into consideration
- Handle any guest complaints and/or remarks; provides a response as soon as possible
- Promotes the use of the automated check in/ check out kiosks to guests (where installed)

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2- Professional techniques/ Production

- Takes care of the arrival and departure processes for guests in compliance with internal procedures
- Maintains excellent relations with the welcomers, ensuring their activities complement each other
- Informs guests about the formalities, any particular conditions relating to their stay and the services available
- Handles phone calls
- Passes on information as necessary to other departments (floor connector, technical etc.) and to other members of the front desk team
- Ensures that all guest documentation is up-to-date and available
- Depending on the type of hotel, may handle reservations outside the reservations department's opening hours

3- Team management and cross-departmental responsibilities

- Forms a real partnership with the Customer Relations Manager
- Is the point of contact for information both destined for hotel customers and also concerning them

4- Commercial/ Sales

- Promotes the hotel's range of services in order to increase sales
- Applies and actively supports the hotel's pricing policy in order to increase REVPAR
- Promotes the brand and/or Group loyalty programmed, adapting the sales pitch to suit the guest's needs
- Encourages synergy within the marketplace by applying the inter-hotel coordination policy. Advises guests on potential trips to other Accor hotels

5- Management and administration

- Respects procedures governing invoicing and cash operations
- Manages the cash under his/her responsibility
- May be asked to prepare and send reminder invoices to debtors

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6- Hygiene/ Personal safety/ Environment

- Ensures that the workplace remains clean and tidy
- Knows and applies the hotel's security regulations (in case of fire etc)
- Ensures the safety of people and property
- Respects the hotel's commitments to the "Environment Charter" (saving energy, recycling, sorting waste etc.)

Profile

Education / Professional experience

- Vocational diploma or degree in hospitality or F&B and/or anyone eager to work in the sector regardless of their educational background, pending validation of their skills
- Computer literate (Windows environment), PMS, Hotfix, Tars and an aptitude for new technologies
- Languages: fluent in the national language, English and a third language.

Skills/ Qualities

Pullman, in style upscale hotels connecting performance with enjoyment
Pullman Hotels & Resorts strike the perfect balance for a new generation of hyper-connected and sophisticated travelers. Whether connecting performance and enjoyment, efficiency and well-being, business and leisure – it's always patently Pullman.

*Our spirit of service, to be in-tune with our brand promise, is supported by 3 strong characteristics: **Drive, Open-mindedness, Forward-thinking***

I, _____ agree to perform the duties as set out in the above job description and will carry out those duties to the performance standards required.

Connector Signature: _____ Date: _____

Department Head: _____ Date: _____