Department: Reception – Front Office

If you enjoy meeting and helping all kinds of people, this could be a great job for you. Hotel receptionists make guests feel welcome, manage room bookings (also known as reservations) and deal with requests that guests make during their stay. A hotel receptionist also needs to be friendly and professional at all times, be able to look after several things at once and always stay calm, sometimes under pressure.

Missions/tasks:

- Dealing with bookings by phone, e-mail, letter, fax or face-to-face
- Completing procedures when guests arrive and leave
- Choosing rooms and handing out keys
- Preparing bills and taking payments
- Taking and passing on messages to guests
- Dealing with special requests from guests (like booking theatre tickets or storing valuable items)
- Answering questions about what the hotel offers and the surrounding area
- Dealing with complaints or problems..

Skills, interests and qualities:

- Excellent written and spoken communication skills
- Strong customer service skills
- A friendly and professional telephone manner
- The ability to adapt to different guests
- Patience and tact
- The ability to stay calm under pressure and look after several things at once
- Good problem solving skills
- The ability to use computerized technology
- A methodical approach to your work
- Accuracy and attention to detail.
- Languages.