



Receptionist

Closing Date: 24/09/2021

Description:

We have a great opportunity available for an experienced, driven, ambitious part time Receptionist to join our Front of House Team at Stock Exchange Hotel.

Stock Exchange Hotel is located within the heart of central Manchester. Set within the former home of Manchester Stock Exchange; every detail has been meticulously considered to create our luxury, boutique accommodation and capture the spirit and heritage of the building.

Responsibilities:

As the Receptionist, you are the face of the hotel and the organisation as well as being a key person who can shape the overall guest experience. It is your role to ensure exceptional experiences are delivered to all our guests, not only at check-in and check-out times but also during their entire stay. Being an excellent communicator is essential to the role as it helps building a lasting rapport with the guests each time they visit.

Reporting to the Reception Manager, you will be responsible for the successful management of all the front desk operations and creating a unique guest journey experience from beginning to end.

General duties and responsibilities:

- To act as a hotel ambassador at all times as you will be representing the brand and the company.
- To follow the hotel's grooming policy and present a professional and well-groomed appearance at all times.
- To comply with all Security and Health & Safety policies.
- Eye for details, be quality oriented, have the ability to maintain high standards, be receptive to training and coaching, be well organized and with the ability to handle more than one task at a time.
- To have the ability to work under supervision, be polite and helpful to both colleagues and guests, receptive to feedback, have good communication skills, be friendly, enthusiastic and willing to learn
- To have good level of spoken and written English and the ability to communicate and interact with multi-cultural clientele. Possess a positive, motivated, friendly, trustworthy outlook whilst on duty.
- To act upon guest feedback to continually improve our experiences.
- To look for ways to continuously improve personal knowledge and skills and be actively involved with leaders in the creation office best practices.

Benefits:

- Fantastic employee/ friends and family rates across all GG Hospitality properties with 50% off food during your stay
- Employee/ friends and family rates across all Marriott brands
- Employee/ friends and family rates across the Small Luxury Hotels of the World brands

If you're interested in this role, please contact:

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Tel: 07503620815



The
Growth
Company

Talent Hub marketingManchester

- Rewards for Employee Milestones, Employee of the Month, Most Guest Mentions incentives
- Access to the Perkbox website and app
- Discounts on travel
- Meals on shift
- Complimentary dry cleaning
- Access to Hussle app - Money off gym members including digital fitness offerings

Details:

Rate of Pay: Competitive
Working Hours: TBC
Contract Type: Permanent, Part Time

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