



Receptionist

Location: Manchester, M2 5GP

Closing Date: 22/11/2024

Description:

We are currently recruiting for a Receptionist to join our Front of House Team at the 5 Star Edwardian Manchester Hotel, A Radisson Collection Hotel.

About You:

- Previous hotel reception experience is required ideally within a 4- or 5-star hotel operation.
- Previous experience of IT applications including Opera, Office 365, Sales Force and Review Pro.
- Demonstrates excellent attention to detail and customer service skills.
- Impeccable command of the English language both written and spoken.

Responsibilities:

An amazing opportunity to join the Front of House Team at The Edwardian Manchester Hotel as a Receptionist.

- You will handle all aspects of the guest journey, delivering maximum service delivery when doing check in and check outs, room and assisting with general London knowledge.
- You will handle cash payments and a float in accordance with the company standards.
- You will respond to all guest communication professionally, ensuring personalisation and customisation to deliver service excellence.
- You will assist with the daily completion of admin tasks within the department.
- You will anticipate guest needs ensuring that all guest requirements during their stay are fulfilled in a way that makes them feel special and recognises returning guests.
- You will ensure hotel amenities and outlets are promoted and will arrange in house services as required.
- You will ensure that information is gathered about each guest in order to update our client database, making a proactive use of guest details to provide a truly personal service.

Benefits:

Recommend a Friend Scheme of up to £500 per friend recommended, annual complimentary night stays within our hotels, preferential accommodation rates for all Edwardian Hotels for Hosts, their family and their friends, access to a discount platform for all of the most popular stores and outlets, auto enrolment into our company pension scheme, regular social events across all hotels, annual company recognition events held in January each year, wellbeing champions across all of our hotels, access to our company doctor for medical appointments and occupational health support, access for all hosts to our online learning platform Edwardian Academy, opportunities for promotion and a wide range of training programs to support your development

Details:

Rate of Pay: Competitive

Working Hours: This is a Permanent role requiring flexibility on evenings and weekends

Contract Type: Full Time, Permanent

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

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