

Job Description: Front Desk Receptionist

Summary:

Reporting to the General Manager the front desk receptionists welcome the guests and assist them during their stays.

Job Requirements:

- Professional, articulate, friendly, and punctual
- Possesses and exhibits the drive to provide exceptional service
- Flexible hours are required (able to work days, nights, weekends, holidays)
- Must be able to stand/walk for 8 hours; bend, push, pull; lift 30 lbs
- Professional appearance appropriate for a luxury hotel
- Knowledge of the city of Stratford, its theatres, shops, restaurants and services (or a willingness to learn)

Skills:

- Able to work at a rapid pace while maintaining attention to detail; ability to multi-task
- Must be comfortable working with computers and the public
- Must work well in a team environment

Attitude:

- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the guests
- Must be flexible and able to adjust to meet the changing needs of guests
- Must maintain a level of professionalism and communicate effectively
- Must show enthusiasm for the job, the restaurant and the hotel
- Must be considerate, patient and willing to help out fellow employees
- Must have a good self-image
- Must be able to tolerate pressure and work calmly and efficiently during busy times
- Possess the highest work ethics, personal morals and honesty beyond reproach

Duties:

- Answering phones
- Taking reservations
- Checking guests in and out
- Assisting with luggage
- Advising on hotel facilities
- Arranging taxis
- Providing directions (verbal or printed)
- Perform additional duties as required