



JOB DESCRIPTION

TITLE:	Front Desk Team Member
DEPARTMENT:	Reception
RESPONSIBLE TO:	Reception Manager & Supervisor
LIAISE WITH:	Accounts/Reservations/Conferences/Housekeeping

Job Purpose

To ensure that the highest standards of hospitality and welcome are demonstrated at all times. To complete all relevant procedures as laid by the company.

Main Responsibilities/Key Tasks

- To be fully conversant with the facilities, services and special promotions offered by the hotel and to pass this information on to the guest whenever the possibility arises in order to maximise hotel sales.
- Provide a hospitable service to the standards laid down by the Training Standards Manual.
- Whenever possible to anticipate guest's needs, to be aware of all written and spoken requests, to carry out these requests in a courteous and helpful manner.
- To be fully conversant and able to operate the hotels front office systems.
- To ensure that all charges are correctly posted to the guests bills following the standard procedures.
- To be aware of the hotel availability and that every opportunity to maximise room sales is taken.
- To deal with cash, cheque and credit transactions in accordance with the hotel and company policy, and to ensure that any discrepancies are reported immediately.
- To make sure the float handed over is checked and correct.
- To ensure that all messages received for guests are passed on accurately and as quickly as possible.
- Ensure you have a sound knowledge of the local area regarding history, places of interest and special events and where further information can be obtained.



TITANIC HOTEL
BELFAST

- To operate the hotel switchboard and deal with all internal and external calls, according to procedure.
- To carry out all Reception duties following procedures as outlined in the Standards Training Manual.
- To ensure the security of any safety deposits, guests property, and lost property following security procedures as outlined in the Standards Training Manual.
- To ensure the supervisor is advised of low stocks of stationary.
- To develop and maintain good working relationships with all departments in the hotel.
- To attend all relevant training as and when required.
- Familiarise yourself with our Core Values TITANIC which link to the desired behaviours that we expect all our employees to display
- To show willingness to take on additional responsibilities when necessary.
- To have a thorough knowledge of and adherence to the law with regard to the following company regulations
 - Fire regulations and procedures
 - Health and safety regulations
 - First aid procedures
- To ensure that the company dress code is adhered to at all times.
- To undertake special duties or work outside the normal daily/weekly routine but within the overall scope of the position at the request of your Supervisor/Line Manager.