# Job Profile Description

## 1. Job Details

Job title: Receptionist

School/Support Department: Accommodation services

Unit (if applicable): Kenneth Mackenzie Suite

Line manager: Manager/Senior Receptionist

Line Manager In same unit

## 2. Job Purpose

Working as part of a small team the post holder is responsible for assisting in the delivery of a wide range of reception duties customer services to visitors to Kenneth Mackenzie Suite. Whilst the role is primarily based in Kenneth Mackenzie Reception they will assist with a full range of other duties where appropriate.

## 3. Main Responsibilities

<table>
<thead>
<tr>
<th>% of time</th>
<th>Description</th>
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<tbody>
<tr>
<td>15</td>
<td>1. Deal with all reservation queries via fax, e-mail, phone and on-line bookings, ensuring that provisional and confirmed bookings are accurately recorded in advance of a customers arrival.</td>
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<tr>
<td>20</td>
<td>2. Ensure all customers visiting the reception are dealt with in a friendly and welcoming manner and provide an efficient check-in/checkout service, through issuing documentation to customers, assist with interpretation and/or completion.</td>
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<td>10</td>
<td>3. Receive payments and process accurately through the till for a range of services, providing customers with information regarding their account where requested.</td>
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<td>10</td>
<td>4. Be available throughout a guests stay as a point for questions/information on the local area and the suites facilities as well as be available for any prospective guest enquiries eg room tours etc</td>
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<tr>
<td>5</td>
<td>5. Maintain the security of the reception area, cash and stock holdings at all times and issue and receive keys ensuring that appropriate security and control measures are maintained</td>
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<tr>
<td>10</td>
<td>6. Undertake various clerical tasks including filing, photocopying, mail handling, word processing and maintain database records, ensuring all customer information files are kept updated.</td>
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<tr>
<td>15</td>
<td>7. Operate all computing systems, including word, excel, Outlook and several in-house systems in order that accurate guests records can be printed and customers have an efficient check in, and nightly room occupancy lists are produced for both room attendants and catering staff.</td>
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<td>5</td>
<td>8. To check and record all staff attendance and issue sub master keys, recording absences and complete a written report in all cases where staff are returning to work following an absence.</td>
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<td>5</td>
<td>9. Ensure all staff are working to correct procedures in respect to COSHH and Health and Safety Regulations, delegating as required.</td>
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<tr>
<td>5</td>
<td>10. Order up all requirements in respect of linen, toiletry products, cleaning materials etc and monitor any breakages and keep a check on equipment inventories.</td>
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## 4. Planning and Organising

Scope for planning is limited as the majority of work will either be generated by the needs of customers or directed by the Senior Receptionist or Manager.
### 5. Problem Solving
Wherever possible the postholder will be expected to deal with customer requests, problems in the first instance. This will include solving problems and providing information and advice on a wide range of accommodation and any other issues.

### 6. Decision Making
**Decisions taken by post holder**
- Resolution of customer queries/complaints wherever possible
- When to refer queries and or complaints to a senior member of the team.
- Accept routine, walk-in bookings and allocate accommodation accordingly.
- Contribute to the development and implementation of new procedures as required

**Decisions referred by post holder to Manager**
- Appointment of Senior Receptionists
- Large items of expenditure
- Annual budgets
- Advice on certain University policies and procedures

### 7. Key contacts/Relationships
Must be able to work harmoniously as part of a team and be helpful and polite when dealing with customers. Key daily contacts internal to unit and will regularly deal with at least 3 of the following: customers, managers, chefs, catering assistants, room attendants, night security receptionists

### 8. Knowledge, Skills and Experience Needed for the Job
- Supervisory/management skills in a hospitality/food environment, customer care skills and health and safety awareness.
- People Management skills are essential
- Rooms management and catering experience necessary, to be able to instruct staff on what to do, to the standards required.
- Knowledge of various legislation eg Food Hygiene Act, COSHH
- A relevant vocational qualification would be desirable and a hygiene qualification

### 9. Dimensions
Provide support and customer care to around 15,000 commercial guests annually.
- Handle cash daily between £1,000 - £2,000 subject to day being worked

### 10. Job Context and any Other Relevant Information
Any duties may be carried out in a noisy and busy environment, requiring mental ability to memorise bookings, check-ins, check outs, settlement of bills, process all paperwork, filing accurately, placing orders, dealing with requests etc. This position requires a lot of common sense, although there are times when the job can be taxing on the brain e.g. security and safety measures have to be memorised with the postholder being the only staff in authority in the building and on the site, often late into the night. For breakfast provision they must ensure all food is ordered and ready for the next day, also including consumables required for rooms. Daily “cashing up” at the end of day requires concentration in order to accurately record the takings.