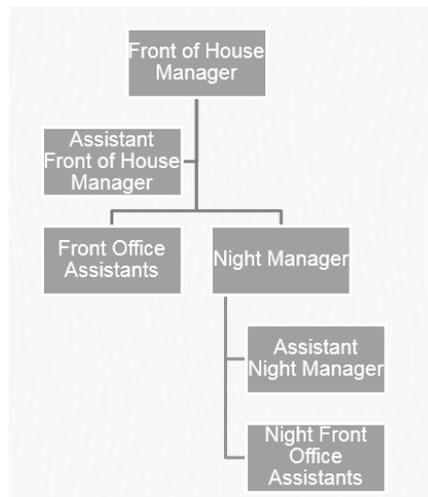


JOB DESCRIPTION AND PERSON SPECIFICATION

Job title	Front Office Team Member
Department / Team	Front Office
Responsible to	Front of House Manager Front of House Assistant Manager Night Managers Duty Manager
Communicate with	Front Office Team All HODs All Teams Guests
Location	De Vere Beaumont Estate
Contract Type	Full Time, Part Time and Casual Contracts
Date	June 2021

Department Overview



What is the main purpose of the role?

To ensure all guests receive a polite, professional and efficient service, ensuring that all hotel and company standards are maintained and all current legislation is adhered to.

To support in the smooth and efficient running of the Front of House Operation by assisting fellow Front of House Colleagues, when and wherever possible in Reception, Switchboard, & Concierge duties.

Working as part of the hotel team to ensure that all contact with customers and guests transpires to become a reflection of the hotels consistent delivery of the highest possible standards of product and service

Adopt a hands on 'guest service' approach to owning and resolving issues tasks and requests.

Key Responsibilities and Duties

1. To generally assist all guests and customers ensuring a professional and efficient service is delivered at all times.
2. To deal with guest enquiries either by fax, email, telephone, letter or verbal, ensuring they are dealt with effectively and efficiently in compliance to hotel, company and legal requirements.
3. To effectively deal with any guest or clients comments and complaints as per hotel, company and legal standards. Seeking advice from the shift leader or Duty Manager as and when required.
4. To undertake any necessary pre-arrival preparation prior to the guest arriving to ensure the guest receives a quick and efficient check-in service.
5. To action any room allocations as necessary i.e. guests with known disabilities, regular guests or VIP's ensuring all hotel, company and legal standards are met.
6. To provide a warm welcome to all guests on their arrival and assist them in a courteous manner with registration ensuring that all hotel, company and legal standards are met.
7. To advise guests of hotel facilities i.e. opening and closing times or location with warm and friendly manner.
8. To monitor all guest accounts on a regular basis ensuring all hotel, company and legal standards are maintained.
9. To be fully aware of the hotels cash handling procedures ensuring that all actions ensuring that all actions reflect compliance with procedure.
10. To post all extra charges to the room accounts as and when required, as per the hotel, company and legal standards and follow up as necessary.
11. To ensure all VIP guests are dealt with as per hotel standards.
12. To deal with walk-in guests as and when required, ensuring they are dealt with as per the hotel and company procedures, protecting hotel property.
13. To be constantly aware of the hotels availability ensuring all actions are taken to maximise occupancy at the best possible rate.
14. To update guest profiles and DM log as per the hotel standards.
15. To communicate regularly with housekeeping and maintenance departments advising them of early or late departures, room extensions and any other special requests.
16. To familiarise with and adhere to all hotel policies and procedures.
17. To operate Switchboard when required answering the hotel telephone in accordance with hotel, company and legal standards ensuring all internal and external messages are correctly handled and effectively communicated.
18. To assist guests with luggage including holding luggage, providing information and booking services as per hotel and company standards and occasional delivering to rooms.
19. To take reservations as per hotel, company and legal standards in the absence of the reservation department. Ensuring any necessary information is communicated to the reservation department upon their return.
20. To deal with back up and correspondence to the guest booking and stay ensuring it is in order as per hotel, company and legal standards.
21. To provide an efficient check out service ensuring that all guest bills are correct and the check-out is delivered as per hotel, company and legal standards.
22. To ensure the guests enjoyed their stay and to identify any comments or concerns and deal with them as per hotel and company procedure, seeking advice from the supervisor or Duty Manager when needed, ensuring all paperwork is accurate.
23. To ensure a par stock of stationery is available at all times within the office and on the front desk.
24. To ensure that the lobby, offices and equipment is kept clean and tidy at all times.
25. Adopting a guest service approach and can do attitude.
26. Any other reasonable request, as required by the management team.

Personal:

1. To maintain a correct standard of uniform adhering to the hotel's grooming policy.
2. To actively work as part of the team and ensure the Front of House department contributes to accomplish the hotel objectives.

3. To be fully aware of all hotel facilities and keep up to date with changes.
4. To be familiar and aware of the hotel rates and terms of business.
5. To familiarise yourself with all daily hotel activities, encouraging handovers between shifts.
6. To effectively organise allocated work tasks to gain maximum productivity within the work shift.

Customer Service:

1. Be present in the hotel lobby at all times unless directed otherwise.
2. To act in a professional and polite manner to all guests and customers at all time
3. To portray a professional image through the use of positive body language and appropriate grooming.
4. To answer the telephone as per the hotel standard, acting in a professional manner.
5. To deal with all guest requests, comments and complaints effectively and as per the hotel standards and procedures.
6. To have a thorough understanding of products and facilities to ensure customer and guest needs are met and exceeded.
7. To promote and encourage the Quality Wins initiative.

Colleagues and Team Work:

1. To act in a positive and polite manner towards work colleagues.
2. To provide and listen to shift handover, communicate with each other.
3. To actively work as part of the department team to achieve the department objectives.
4. Maintain a helpful friendly attitude.
5. To effectively communicate with all departments within the hotel.
6. Share workload to ensure all tasks are complete.
7. To support hotel team members wherever possible to achieve hotel objectives sharing knowledge, coaching and embracing new members.

Statutory and Security Requirements:

1. To be fully aware of the hotel and department fire evacuation procedure.
2. To adhere to all company and hotel procedures on health, safety and hygiene.
3. To attend statutory training as required.
4. To be fully aware and ensure a full compliance with the DDA and understand your role within this.
5. To be fully aware and ensure a full compliance with the Data Protection Act, including keeping all personal details of customers and guests discreet and confidential i.e. name, credit card, room number.
6. To report any potential hazards.
7. To report any accidents to the Duty Manager immediately.
8. To ensure equipment is stored and used in a safe manner.
9. To sign in and out keys and floats and be responsible and accountable for them.

General

1. To be an ambassador for the venue welcoming new colleagues and helping them to settle into the business.
2. Demonstrate a "can do" attitude always offering engaging hospitality to all colleagues and our guests
3. Promoting the image and the brand of the Company at all times, through our behaviour and personal presentation ensuring we are always smart and ready for business at all times.

Learning and Development

1. To attend and contribute to (or deliver) regular value added learning and development sessions carried out by your HOD or specialist within the business to support both business performance and personal learning.
2. To actively participate in on the job training and attend training sessions to enhance Personal Development.
3. To attend hotel and department staff meetings to understand the hotel and department

objectives.

4. To ensure you perform your daily duties in accordance with the trained and communicated standards and lead by example in developing a customer focused engaging service driven hospitality offering to our guests and internal colleagues
5. Take an active role in enhancing and taking ownership for your own continuous personal development.

Health & Safety

1. To ensure that the Company Health & Safety procedures are adhered to and implemented within the department, including maintaining cleanliness of work areas at all times.
2. To be aware of all legislation that is relevant to your work and ensure that all legal requirements are met including: licensing, health & safety at work, COSHH, environmental health, fire precautions, manual handling and any other relevant policies.

Signed:

Job Holder:

Date:

The responsibilities in the Job Description are subject to change from time to time to reflect the changes in business requirements.