

Hotel Receptionist

Dove cliff Hall Hotel - Burton-On-Trent, DE13 0DJ

Exciting opportunity has arisen to join our team.

FULL TIME HOTEL RECEPTIONIST -

We are an independent 15-bedroom hotel, wedding and event venue. The hotel is undergoing a period of significant investment re-establishing it as one of the most desirable hotels in the area.

We are looking for someone ideally with hotel experience who has an outgoing personality, preferably hospitality experience and is committed to developing their career further.

Due to the nature of the role, this will involve both daytime and evening shifts , weekend and bank holiday shifts. Shifts are generally - but not exclusively 6:30am - 3pm and 2:30pm - 10:30pm.

Key roles: (but not limited to)

Presenting a welcoming and friendly atmosphere

Checking guests into and out of the hotel

Cash handling and processing payments

Banking and Financial enquiries

Answering the telephone, emails and making bookings

Helping our weddings and events team during the booking / planning process and on the day

Assisting with bar and restaurant service as required

Maintaining and driving standards and service

Achieve excellent customer satisfaction

Key attributes:

Excellent customer facing skills

Decision maker

Team player

Good communication skills

Punctual and reliable

Flexible approach to work

Previous hospitality experience preferable

What we can offer you:

Competitive salary - rate subject to experience

Staff meals during shifts

Ongoing training

A close knit teams

Exciting time to join our hotel

Fun!

Job Types: Full-time, Permanent

Salary: £9.50-£10.00 per hour

Benefits:

- Discounted or free food
- On-site parking

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday
- Night shift
- Overtime
- Weekend availability

Supplemental pay types:

- Tips

RAYA SALAH

TELEPHONE: 07427889676

ADDRESS

82 Ash Street
Burton Upon Trent
DE14 3PY
Staffordshire

Email: omaya72@yahoo.com

Experience:

1999 -2004 Receptionist Reema ,Sudan

Provided excellent customer service by answering and directing all incoming calls, reducing call waiting time by 20%.

Order and distributed office supplies.

Logged in and filled incoming documents and client information.

Community Centre Den Haag the Netherland

Highly motivated receptionist with 5 years' experience in busy front desk role, presented with highly developed, communication skills and pride in giving an outstanding first impression to client and

visitors. Looking to take on new challenges that enable my calm and focused approach to shine.

Receptionist needed skills:

Scheduled appointments managing:

Calendar

Call handling

Answering calls

Communication with clients

Maintained a hygienic and tidy reception area.

Listening to the customers and try to sort the problem as quick as possible

Education:

1. 1996 Medani high school
2. 1997 Level one diploma in reception services
3. 1999 Arabic Language diploma Algazeera University
4. 2010 Cake Decoration diploma
5. 2007 Level 7 Dutch Language Amestrdam
6. 2015 level 2 catering and food hygiene burton college
7. 2016 Level one English Language burton college
8. 2019 Maths and English Language Nottingham college
9. 2020 Google Digital Marketing online

Skills:

- Multi -line phone system.
- knowledge of call handling.

- Corporate scheduled and rescheduled diaries of staff & client at short notice
- Making corporate travel booking.

Conflict resolution:

- contact the customers complaints and being able to direct their query.
- Interpersonal communication: addressed a high volume of external and internal queries through a variety of channels.
- Written communication: took correspondence and drafted corporate emails and letters according to internal style guides.
- Excellent customer communication skills
- Knowledge of food production.
- Maths knowledge.

References:

Medani Centre
Algaazeera University
Burton College
Amsterdam college
Den Haag college

Dove cliff Hall Hotel
Burton on Trent
DE13 0DJ

Date: 23/10/2022

COVER LETTER

Dear Mr Abbot Grange,

I am writing in response to your ad seeking for an experienced receptionist in Dove Cliff Hall Hotel in Burton Upon Trent, I would bring an organized and industrious attitude to this role with experience of 7 plus years in this field.

I help guests. I have good knowledge solving problems and work well independently and under pressure as well, I am also resourceful, initiative-taking and a supporting team player in the hotel, I can schedule the times for guests for there to tourist trips around the area.

Looking after them to make them satisfy about our work and, I am familiar with administrative practices and can learn new procedures quickly as a part of the team

Here is the highlights of my role contribution:

Answer phone calls.

Greet the guests at the hotel entry point.

Verify guests' details at the time of check-in.

Maintain the room reservation database.

Collect payment.

Ask guests for their feedback.

I have displayed job-specific skills like effective communication, flexibility to work in shifts, excellent numeracy skills. I believe that the above skills will help me qualify as perfect candidate for your hotel Receptionist.

I hope to support your hotel with motivation and a diligent worker receptionist.

I look forward to hearing from you soon.

Sincerely.

Raya Salah