

## Receptionist - Guest Service Executive

### Job Purpose

As part of the front of house team you will be responsible for guest services, including dealing with enquiries and reservations for all SACO locations. This will include providing an excellent reservations service to customers and bookers, maximising revenue and occupancy whilst ensuring the highest possible levels of customer service are met at all times. A hands-on approach will be required to assist with operational issues as required such as housekeeping, maintenance and portage.

**Reporting to – Apartment/Assistant Manager**

### Key Duties & Responsibilities

#### Reservations/Sales:

- To deal with all incoming calls and emails into the business, and handling all leisure enquiries for Thames Valley
- Converting enquiries into bookings by identifying customer needs, by following the company procedures (SOPs) to ensure that the booking processes runs smoothly and the customer is satisfied
- To work with the company systems to ensure documentation is accurate and complete
- To ensure monthly occupancy and revenue targets are met while delivering the highest standards of customer service
- Answer the telephones in accordance with SACO company standards (SOPs), dealing with queries and bookings in a polite and efficient manner

#### Customer Service/Reception:

- To be first point of contact for all guests, visitors and contractors
- Meet and greet of all arriving guests. Provision of keys and shown to apartments.
- Management of the telephones. Answering the telephones in accordance with SACO company standards (SOPs). This will include dealing with calls to/from guests, message taking and transfer of calls. Will also include dealing with out of hours calls
- Respond to any issues or complaints guest may have during their stay, ensuring remedial action is taken where applicable.
- Handling requests for ancillary services
- Taking payments via online secure payments, PDQ machine and cash handing
- Ensuring that the apartments are delivered to the highest standards liaising with the housekeeping staff as required.
- Undertaking apartment viewings as required generating new business opportunities by building rapport with potential and current guests
- Encourage all guests to complete guest feedback
- To liaise with housekeepers to ensure they are aware of arrivals and departures.

#### Maintenance:

- To deal with minor maintenance issues quickly and efficiently
- To ensure routine tests as identified by the Apartments Manager are carried out as scheduled, and any Health and safety issues are brought to the attention of the Apartment Manager immediately.
- Contact contractors when required, who must sign in/out

#### Work as a team:

- Work closely with other members of all SACO teams to ensure an uninterrupted service to guests
- Ensure handover is completed smoothly, and any outstanding items passed onto the next shift.
- Provide constructive and positive input and feedback at team meetings
- To attend training sessions as required.

#### Self-Development:

- Undertake training to ensure that product knowledge is always up-to-date
- Undertake site visits to build relationships and expand product knowledge
- Proactively prepare for 1:1 meetings and appraisals with manager

**Location specific**

SACO Farnborough Victoria Road, however working in other locations may be required.

**Core Skills**

- Communication
- Attention to detail
- Problem solving
- Planning and organising
- Customer focus

**Experience & Qualifications**

- Previous customer service experience preferably in the hospitality or property industry would be desirable
- Experience of working on a front desk in a similar environment would be advantageous
- Driving License preferred

**Location/Role specific**

Shifts are organised in conjunction with other team members to ensure cover is provided at all times (7am-3pm & 3pm-11pm.) Weekend working will be required. The nature of the role will require a high degree of flexibility particularly at busy periods.

Salary: £16,000