



RIPLEY CASTLE

JOB DESCRIPTION **HOTEL RECEPTIONIST**

Job Title:	Receptionist Full-time or Part-time
Location:	The Boar's Head Inn The Ripley Castle Estate Ripley Harrogate North Yorks HG3 3AY
Main purpose of the Job:	<ul style="list-style-type: none">• To be the 'first point of contact' to all visitors and callers to The Boar's Head.• Take reservations for accommodation and dining areas.
Responsibilities and Duties:	<ul style="list-style-type: none">• 'Meet and Greet' all visitors to The Boar's Head Inn.• Manage telephone enquiries.• Process bookings using 'Rezlynx' reservations package.• Forward incoming calls and information to relevant departments.• Process email enquiries promptly.• Prepare guest invoices for morning departure.• Reconcile till takings and banking.• Reconcile petty cash and change floats.• Various clerical work for all departments as and when required.• Adhere to Health and Safety procedures to ensure the safety of employees and guests at all times.
Essential Requirements	<ul style="list-style-type: none">• Excellent telephone and meet and greet skills.• Impeccable personal appearance.• Competent in use of Microsoft Office.• Good command of the English language• Be numerate and competent in basic accountancy procedures (instruction given).• Team player• Have excellent inter-personal skills• Previous Experience in customer facing roles
Desirable Requirements	<ul style="list-style-type: none">• Knowledge 'Rezlynx' package.• Current First Aid Certificate• Personal Licence• Experience of social media in the workplace

<p>Working Conditions and Benefits</p>	<ul style="list-style-type: none"> • Days of work – Flexible pattern. • Current Shift Pattern: Early Shift 7.00am – 3.00pm Late Shift 1pm – 9pm • 28 days holiday per annum including bank holiday allowance. Pro rata for part-time employees. • Staff Discounts in Gift Shop, Tearoom, The Boar’s Head, Free access to Ripley Castle Grounds and Gardens, Free Castle Tour.
<p>Other duties:</p>	<ul style="list-style-type: none"> • From time to time you may be asked to undertake other duties on the Ripley Castle Estate and training will be given if this is deemed necessary. • All staff on the Ripley Castle Estate are expected to adopt a flexible approach and are encouraged to contribute new skills and ideas. • Over time your key duties may change and your co-operation will be expected where such changes are reasonable

Hotel Receptionist
September 2019