

Going Places Ltd.



JOB REFERENCE: 123-SJS10027
JOB TITLE: Hotel Assistant
EMPLOYER: GOING PLACES LTD
LOCATION: SALISBURY
SALARY: £12K
WORKING HOURS: Shift and some weekend work

DESCRIPTION

If you enjoy meeting and helping all kinds of people, this could be a great job for you. Hotel assistants make guests feel welcome, manage room bookings and deal with requests that guests make during their stay. In smaller hotels they may also help with chamber maid duties and even support the catering staff to meet the needs of the customer

A hotel assistant also needs to be friendly and professional at all times, be able to look after several things at once and always stay calm, sometimes under pressure.

DUTIES TO INCLUDE

- Dealing with bookings by phone, e-mail, letter, fax or face-to-face
- Completing procedures when guests arrive and leave
- Choosing rooms and handing out keys
- Preparing bills and taking payments
- Taking and passing on messages to guests
- Dealing with special requests from guests (like booking theatre tickets or storing valuable items)
- Answering questions about what the hotel offers and the surrounding area
- Dealing with complaints or problems

SKILLS REQUIRED

- Excellent written and spoken communication skills
- Strong customer service skills
- A friendly and professional telephone manner
- The ability to adapt to different guests and situations
- Good problem solving skills
- The ability to use computerised technology
- A methodical approach to your work
- Accuracy and attention to detail.
- Excellent IT skills

PERSONAL QUALITIES

- Patience and tact
- The ability to stay calm under pressure and look after several things at once
- The ability to communicate with all manner of people; be polite and patient.
- To be enthusiastic and work well in a team
- A responsible and reliable individual
- Good time keeping and attendance
- Self-motivated with a willingness to learn

QUALIFICATIONS REQUIRED

English and Maths at grade 4 or above and IT

Please send your CV, Application Form and a covering letter to:

Mrs Chloe Newton
Going Places Ltd
37 Guild Street
London
EC3R 9EH

Quoting Job Reference.