

Hotel Receptionist

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Company: Rosewood London

Location: United Kingdom

Category: office-and-administrative-support

Job Description

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Role

We are currently looking for a **Hotel Receptionist** to join our **Front Office team** at Rosewood London. Our **Hotel Receptionists** are appointed to ensure a memorable guest experience by creating a lasting first impression delivering a personalized arrival and departure experience for our guests whilst dealing with any query and maximising revenue by cross selling our food and beverage offerings and Sense Spa. This role offers a **4-day working week schedule**.

Key expectations of this role are

Providing our guests a customer service in accordance to the Rosewood London procedures thriving to go the extra mile at all times by delivering meaningful and heartfelt experiences.

Monitoring and maintaining cleanliness and organization of the front desk and lobby area.

Having a thorough knowledge of all hotel areas, standards and procedures required at the Front Office.

Effectively communicating and prioritising tasks in a sophisticated environment.

Anticipating guests' needs, by responding promptly and acknowledging all guests, whatever time of day.

Profile

The ability to work in a team and build relationships with the others.

Having a real passion for guest service and taking ownership of the guest experience.

Being organised and proactive in managing your tasks.

Having an engaging presence.

A good understanding of the function of property management systems (Opera).

All our associates have the opportunity to live by our guiding philosophy which captures the essence of our culture RELATIONSHIP HOSPITALITY. Heartfelt interactions are our lifeblood. A desire to build genuine, rewarding and lasting relationships with everyone we meet comes naturally to us – it's our Calling.

Benefits

28 days paid holidays per annum including Bank Holidays

Company pension scheme

12 complimentary room nights and F&B discount worldwide

Career development opportunities

Free meals on duty

Season ticket loan

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