

JOB DESCRIPTION

JOB TITLE:	Guest Services Receptionist
NAME OF JOBHOLDER:	
REPORTS TO (TITLE):	Front Office Manager
OFFICE/HO DEPT:	Guest Services
DATE:	May 2017
SHIFT PATTERNS:	Monday-Friday 7am-6pm Weekends – Match Days Only (Hours as Required)

1. MAIN PURPOSE OF JOB

(one statement explaining the job's overall objective)

To ensure that all visitors to Emirates Old Trafford and the Hilton Garden Inn are greeted promptly and receive an excellent customer service experience throughout their visit.

2. JOB SPECIFIC TASKS

(the major end results the job is expected to achieve)

All Reception Points

- Meet and greet all visitors on arrival and directing visitors to the correct facility. For LCCC staff visitors - announcing their arrival to relevant personnel/department.
- To sign in and out all LCCC Staff Visitors.
- Responsible for understanding the services offered at LCCC and through excellent communication skills and "product" knowledge, be able to provide the correct information requested.
- To confidently deal with general enquiries made by walk-ins, ensuring their enquiry is dealt with by the appropriate person/department.
- To be aware of all events taking place across the Club on a daily basis.
- First Aid
- Monitor fire alarms and react appropriately if there is an activation in line with the Club's procedure.
- Ensure all reception areas are kept clean and tidy.
- Deal with any car parking issues and barriers.
- Ensure all lost property is dealt with in line with Club/Hotel policy.

Pavilion

- Take collection of deliveries, signing for deliveries and contacting the relevant person for collection/storage.
- Manage the Club Post, sort by department and inform department post is ready for collection.
- Answer all direct calls that come through the switchboard politely and in a professional manner.
- Update as necessary digital signage.
- Assist with technical/operational requirements of the building on event days.
- To ensure merchandise posters are updated when required.
- Update magazines as instructed.
- CCTV monitoring.
- Key Management for building(s) Access Control System (door access).
- Assist (when required) with room set-up, support Duty Managers i.e. refreshments.
- Order and control all stationary for the Club.
- Produce car park tickets for events when requested.
- Manage the distribution of radios.
- Manage the dry cleaning.
- Monitor car park barrier system and react to customer queries (opening barrier as necessary (remotely)).
- Collect payment for car parking on Match Days or as appropriate.

- Occasional hostess duties for major events, supporting hospitality with guest wrist banding.

The Point & Player & Media

- Update as necessary digital signage.
- Assist with technical/operational requirements of the building on event days.
- To ensure merchandise posters are updated when required.
- Update magazines as instructed.
- Key Management for building(s)
- Access Control System (door access)
- Assist (when required) with room set-up, support Duty Managers i.e. refreshments

Hilton Garden Inn Front Office

(these duties would only be carried out with full training):

- Ensure an efficient reception experience for Guests, including check in/out and complete audit procedures as required.
- Complete daily checklists as required.
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties.
- Promote Hilton Honors and enroll new guests into the loyalty scheme.

3. KNOWLEDGE/EXPERIENCE/SKILLS NEEDED

(the expertise needed to perform the job to the required standard)

4. ASSIGNMENT AND PLANNING OF WORK

(from where and how the jobholder's work arises)

AGREED AND SIGNED BY:

JOBHOLDER:

MANAGER:

DATE:

DATE TO BE REVIEWED: