

Job title: Hotel Receptionist

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| <b>Location/Lleoliad:</b> Bala Lake. Gwesty Fach Ddeiliog/Bala Lake Hotel                                     | <b>Profession/Maes:</b> Hospitality/Lletygarwch                                    |
| <b>Reports to/Yn atebol i:</b> Senior Manager/Uwch Rheolwr                                                    |                                                                                    |
| <b>People Management/Rheolaeth llinell:</b> No/Na<br><b>Assignment Management/Rheolaeth aseiniadau:</b> No/Na |                                                                                    |
| <b>Partnership Level/Lefel Partneriaeth:</b> Partnership level 10                                             | <b>Manager's Partnership level/Lefel Partneriaeth Rheolwr:</b> Partnership level 7 |
| <b>Number of direct reports/Nifer o staff yn adrodd i:</b> 0                                                  | <b>Partnership level(s) of direct reports:</b> None/NA                             |

#### About the John Lewis Partnership/Am Barnteriaeth John Lewis/ John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands - John Lewis & Partners and Waitrose & Partners, as well as expanding into new areas beyond retail.

We aren't an ordinary business though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

#### Critical purpose of the role/Pwrpas y rôl

To work as part of the hotel team to deliver a first-rate guest experience. To render a professional reception service to guests whilst maintaining the administrative functions in line with the hotel requirements./ Gweithio fel rhan o dîm y gwesty i ddarparu profiad cwsmer o'r radd flaenaf. I sicrhau gwasanaeth proffesiynol yn y derbynfa i westeion y gwesty tra'n cynnal dyletswyddi gweinyddol yn ôl anghenion y gwesty.

#### Primary Outcomes & Accountabilities/Prif ganlyniadau ag atebolrwydd

- Being a brand ambassador by being a warm and friendly Partner who provides a consistently outstanding customer experience that is unrivalled in the marketplace. / Llysgenhadu i'r brand gan fod yn Bartner cynnes a

#### Measures of success/Mesur Llwyddiant

- Line manager and Partner feedback./Adborth rheolwr a Phartneriaid.
- Guest feedback on delivering a first-rate guest experience./Adborth cwsmeriaid ar dderbyn profiad gofal cwsmer o safon.

chyfeillgar gyda safonau uchel a chysn o wasanaeth cwsmer.

- Resolving guest queries/complaints at the first point of contact, offering advice and recommendations based on guest requirements./Datrys ymholiadau ar y cyswllt cyntaf, cynghori a chynnig argymhellion wedi' seilio ar anghenion y cwsmeriaid.
- Actively promoting the hotel offer and upselling where possible. / Hyrwyddo a gwerthu'r gwesty a'i gwasanaethau ar bob cyfle.
- Administration of Guest activities (Pool, sports facilities, Organised activities) / Gweini gweithgareddau cwsmeriaid (pwll nofio, cyfleusterau chwaraeon, gweithgareddau)
- Carrying out stock control processes to manage wastage and minimise loss. / Trin a chyfri stoc, rheoli colledion a gawstraff.
- Facilitating the checking-in and checking-out procedure for guests. Cynorthwyo gwestai trwy'r broses o gyrraedd a gadael y gwesty.
- Actively promote and sell the membership of The Odney Club, along with any events/ promotions running. /Hybu a gwerthu aelodaeth yr Odney Club yn cynnwys unrhyw ddigwyddiadau neu gynnigion cyfredol.
- Ensuring the hotel booking system is used efficiently to plan and communicate current and future guest's requirements where appropriate. / Sicrhau defnydd effeithlon o systemau bwcio'r gwely i gyfathrebu anghenion gwesteion.
- Cash handling, to include the cashing up of cash registers. / Trin pres, yn cynnwys proses agor a chau tiliau.
- Working with The Activity instructors to coordinate guest activities (Bala) / Cydweithio gyda'r adran Weithgareddau i ddarparu gweithgareddau i gwsmeriaid.

Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinions to improve the Partnership, speaking honestly and frequently./Ymddwyn yn unol a phwrpas ag egwyddorion Y Bartneriaeth, gan gymryd rhan adeiladol fewn cyd-berchnogaeth, gan ddangos i gwsmeriaid ag ein gilydd bod hwn yn ffordd well o weithio. Rhannu syniadau, gwybodaeth a phrofiad at fudd y Bartneriaeth gan leisio barn gyda gonestrwydd.

Invest in your personal and professional development to achieve your potential by doing more, doing better, or doing

- Achieve the hotel standard for customer service./ Cyrraedd safonau gofal cwsmer disgwyledig y gwesty.
- Hotel Standards rating inspection score. / Sgor Arolwg gwesty.
- Contribute to the achievement of department sales targets./ Cyfrannu at gyrraedd targedi gwerthiant yr adran.
- Number of discrepancies minimised. /Nifer o broblemau datruswyd.
- Minimal number of errors pertaining to guest booking/ stay. / Nifer isaf bosib o gamgymeriadau mewn trefniadau gwestai.
- Sales and GP targets. / Targedau gwerthiant a GP.
- Serenity occupancy rates. / Prysurddeb Serenity.

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| <p>differently. Continuously engage with and actively contribute to your Profession / Buddsoddi yn eich datblygiad proffesiynol a phersonol i wireddu eich potensial, trwy gwneud mwy, gwneud yn well, neu gwneud yn wahanol.</p> <p>Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making. / Gwerthfawrogi y ffordd y mae gwahanol profiadau mewn bywyd yn cyfoethogi'r Bartneriaeth ag yn hybu penderfyniadau a syniadau ddi-duedd.</p> |  |
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### Skills/ Sgiliau

- Self-motivated/ Industrious / Hunan-gymhelliad a gweithgar
- Attention to detail / Sylw at fanylder
- Proficient in IT systems and able to use standard software. / Dealltwriaeth o systemau TG ag wedi arfer defnyddio meddalwedd cyffredin.
- Excellent administration skills. / Sgiliau gweinyddol da
- Excellent communication skills, both written and verbal. / Sgiliau cyfathrebu ar lafar ag ysgrifenedig o'r safon uchaf.
- Initiate and develop ideas to improve the guest offer / Cynnig a datblygu syniadau i wella profiad gwesteion
- Motivated to exceed guests' expectations / Gyda'r cymhelliad i fynd y tu hwnt i ddisgwyliadau gwesteion
- Organised and well planned approach / Ardull trefnus a thaclus.

### Qualifications & Experience (where applicable) / Cymhwysterau a phrofiad

#### Essential / Hanfodol

- Good PC skills, Experience in a customer-facing role / Sgiliau TG da, profiad o weithio'n uniongyrchol gyda cwsmeriaid

#### Desirable / Dymunol

- Knowledge in a hotel operation / Profiad neu ddealltwriaeth o rhediad gwesty
- Welsh language skills are desired for this role / Mae sgiliau yn y Gymraeg yn ddymunol ar gyfer y rôl hon

| Version | Created/updated by              | Date       |
|---------|---------------------------------|------------|
| 2.0     | Hotel Recruitment Administrator | 18/07/2023 |