

Job title: Hotels Receptionist - Bala Lake

Location: Bala Lake	Profession: Hospitality
Reports to: Senior Manager	
People Management: No ▾ Assignment Management: No ▾	
Partnership Level: Partnership level 10	Manager's Partnership level: Partnership level 8
Number of direct reports: 0	Partnership level(s) of direct reports: None ▾

About the 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

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.

Primary Outcomes & Accountabilities

- Being a brand ambassador by being a warm and friendly Partner who provides a consistently outstanding customer experience that is unrivalled in the marketplace.
- Resolving guest queries/complaints at the first point of contact, offering advice and recommendations based on guest requirements.
- Actively promoting the hotel offer and upselling where possible.
- Administration of Guest activities (Pool, sports facilities, Organised activities)
- Carrying out stock control processes to manage wastage and minimise loss.
- Facilitating the checking in and checking out procedure for guests.
- Actively promote and sell the membership of The Odney Club, along with any events/ promotions running.
- Ensuring the hotel booking system efficiently is used to plan and communicate current and future guest's requirements where appropriate.
- Cash handling, to include the cashing up of cash registers.

Measures of success

- Line manager and Partner feedback.
- Guest feedback on delivering a first rate guest experience.
- Achieve the hotel standard for customer service.
- Hotel Standards rating inspection score.
- Contribute to the achievement of department sales targets.
- Number of discrepancies minimised.
- Minimal number of errors pertaining to guest booking/ stay.
- Sales and GP targets.
- Serenity occupancy rates.



<ul style="list-style-type: none"> • Working with The Activity instructors to coordinate guest activities (Bala) <p>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 opinion to improve the Partnership, speaking honestly and frequently.</p> <p>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing differently. Continuously engage with and actively contribute to your Profession</p> <p>Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.</p>	
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<p>Skills</p> <ul style="list-style-type: none"> • Self-motivated/ Industrious • Attention to detail • Proficient in IT systems and able to use standard software. • Excellent administration skills. • Excellent communication skills, both written and verbal. • Initiate and develop ideas to improve the guest offer • Motivated to exceed guest’s expectations • Organised and well planned approach
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Qualifications & Experience (where applicable)	
Essential	<ul style="list-style-type: none"> • Good PC skills, Experience in a customer facing role
Desirable	<ul style="list-style-type: none"> • Knowledge in a hotel operation

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