



Receptionist

HLG-Front Office

Description

Salary – £25,480 plus service charge

Holiday – 28 days holiday, enhanced after 5 years of service.

But there's more...

- Free meals on duty.
- Uniform offered and dry cleaned.
- Discounted employee friends & family rates at Arora Hotels.
- Food and beverage discounts.
- Christmas gifts and employee parties.
- Introduce a friend scheme.
- Cycle 2 work scheme.
- UK attraction discounts @ Merlin Entertainments.
- Taste card.
- Life assurance scheme.
- Wage stream.
- Employee assistance programme.
- Arora star employee recognition.

About us...

Connected to Gatwick South terminal, Hilton London Gatwick has 821 bedrooms and an exciting selection of restaurants and bars, including a Japanese Steakhouse. The hotel has a fitness centre and 23 meeting rooms that can host large conferences.

A bit about what you will do...

Receptionists in our team play a crucial role in creating a warm and inviting atmosphere for our guests. Ensuring every guest receives excellent service throughout their stay.

- Greet our guests with a warm welcome and an infectious smile.
- Manage check-in and check-out procedures efficiently.
- Provide guests with information about hotel facilities, services, and local area.
- Handle guest inquiries and resolve any issues promptly and professionally.
- Work closely with other departments to ensure seamless guest experiences.
- Answering calls, allocating rooms, and preparing guests' bills.

More about you...

- Providing a high-quality service comes naturally to you.
- Strong organizational skills and attention to detail.
- Very good at multi-tasking and remaining calm under pressure.
- Excellent communication skills with a high standard of written and spoken English.
- A smart and professional appearance.
- You value being part of a team and supporting your colleagues.
- Most of all, you have an approachable, positive, and proactive manner.
- Experience in a similar role within a 4-star hotel is a significant advantage.
- Opera PMS experience is a plus.

Grow with us...

We are growing rapidly and with growth comes advancement opportunities. Being part of the Arora group there are exciting opportunities for career progression and development across our properties and brands.

Job Description



Job Role:	Receptionist
Department:	Front of House
Reports to:	Front of House Manager

Job Overview

The Front of House Department is responsible ensuring that on all occasions guests are completely satisfied with their stay and that the service they receive meets or exceeds their expectations. The delivery of outstanding customer service to all guests is paramount to every task they complete.

Duties and Responsibilities

- Outstanding customer care at all times
- Check-in and check-out. Telephone handling
- Payment and foreign currency transactions. Cash handling
- Ensuring all customer queries or requests are handled in a polite, efficient and courteous manner
- Reservation handling when required
- Wake up call requests and newspaper orders.
- Maintaining all equipment and work areas, including key and cash security
- Processing company loyalty card schemes according to guidelines
- Maintaining a high level of hotel and product knowledge at all times

Skills & Experience

- Previous high volume hotel front office experience is preferable
- Previous customer service experience is essential
- A capability and commitment to delivering high levels of customer care
- A smart and professional appearance
- A positive attitude and excellent communication skills
- Experience of working as part of a winning team
- Ability to remain calm whilst under pressure
- Computer literacy
- Cash handling experience

Job Description

Job Role:	Food & Beverage Assistant
Department:	Food & Beverage
Reports to:	Food & Beverage Manager

Job Overview

We are looking for FT/PT Food and Beverage Assistants for different outlets of the Hotel (restaurant, bar, room Service).

As a F&B Assistant ensure checks are presented to all guests during service to secure full payment for all products and services offered.

Duties and Responsibilities

- As a F&B Assistant ensure checks are presented to all guests during service to secure full payment for all products and services offered.
- Understand how to efficiently process payments, count floats for accuracy and enforce cash handling procedures.
- Record covers in Micros properly and accurately post products consumed.
- Maintain an honest operation when posting products and handling payments (cash, credit card, room charge, A&G charges).
- Maintain and encourage a positive working environment.
- Supports the team with up-selling features and be knowledgeable in your role
- Respects colleagues and work closely with other associates to deliver memorable experiences
- Actively participate in associate briefings and team meetings.
- Assist the manager to drive Heartbeat (guest satisfaction) by providing consistent guest experiences.
- Report positive and constructive guest feedback to the manager.

- Constantly critique quality levels of service and product consistency, provide suggestions to the manager.

Skills & Experience

- An absolute commitment to delivering high levels of customer service
- A positive attitude and good command of the English language due to guest interaction
- Previous a la carte or fine dining experience preferred
- Ability to work in a team environment
- High level of personal presentation