

Sandman Signature London Gatwick Hotel

Guest Service Agent/Receptionist

We now have an exciting opportunity for a Guest Service Agent to act as the Hotel's front line in welcoming our guests. You will be the human face of the business so a warm and genuine personality is essential. Experience in hotel reception is desirable although absolutely not a requirement; a sunny disposition, impeccable communication skills, smart appearance and a genuine pro-active passion for service are the key attributes we will be looking for.

We are currently recruiting for the following position:

- Guest Service Agent/Receptionist

JOB REQUIREMENTS:

- Experience in all aspects of customer service and people management
- Strong working knowledge of accounting practices and principles
- Ability to analyse and interpret the needs of clients and offer the appropriate options, solutions, and resolutions required
- Exceptional conflict resolution, negotiation, and objection handling skills
- Able to effectively communicate both verbally and in writing
- High level of proficiency with Microsoft and Maestro software packages

Key responsibilities of the role include:

- To provide a warm, welcoming and friendly environment
- Responsible for checking guests in and out of the Hotel.
- Luggage assistance
- Issues room keys, pamphlets, discount cards, etc.
- Answers various questions from guests and arranges transportation for guests.
- Respond to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties.
- Book telephone reservations
- Computes bills, collects payment and makes change for guests.
- Count and verify cash, shift activity, keys, gift certificates, and wireless internet cards with departing shift.
- Print updated in-house, arrival, departure, and room status reports every two hours

- Check all unresolved departures.
- Ensure the front desk is stocked with any items guests may require before housekeeping leaves for the day.
- Write all wake-up call requests on the specified form and enter on switchboard.
- Complete welcome calls.
- Clean and tidy front desk area.
- Refer all inquiries to the appropriate individuals, divisions, or departments across the organisation.
- As a front-line worker, present a positive and professional image of the organisation to all visitors, suppliers, inquiries, and other interactions.
- Provide information to staff and/or clients about special activities.
- Observe and report any security issues to the Manager.

APPLICABLE SKILLS:

- Excellent customer relations.
- Must have time-management skills.
- Adaptable to change and be able to handle multiple priorities under pressure.
- Eager and focused to exceed guest expectations.

We believe that by taking care of our team members, we create a positive atmosphere that benefits both our team members and guests. We want you to love coming to work and also find that working with Northland has a positive influence on your life outside of work.

PERKS

- 28 days holiday per annum
- Additional Holiday with length of service milestones
- Flexible schedule
- Pension
- Free Parking whilst on shift
- Rewards and recognition
- Growth opportunities
- Dedicated Training Programme
- Team, Friends and Family Hotel rates

- Up to 40% of food discounts
- Referral Bonus starting at £250
- X3 complimentary nights stays to use in the UK, Ireland or North America
- Education & Skills Development Reimbursement program
- All Northland United Kingdom & Ireland team members are eligible for their brand-specific perks in North America

We offer a great working environment, competitive salary and bonus scheme as well as advancement opportunities as we grow our brand in the UK.