

## **Receptionist**

### **Essential:**

Previous experience of Reception duties or worked in a customer facing environment

Organisation skills are key – we are looking for a candidate who can manage the entire guest journey from check in to check out

Driven to provide exceptional customer service

Have attention to detail and be a committed team player

Computer literate and have strong experience across all Microsoft packages

Experience working with EPOS and booking systems

Must have strong leadership skills and be able to Lead by Example

### **Preferred but not essential:**

Driving Licence – Isle of Skye can be a remote island so it is preferable the candidate can drive to arrive at work in a timely fashion

Additional languages preferable

Keen interest in Food & Drink

Local knowledge to be able to direct customers around the Isle of Skye and offer advice on attractions and local transport

### **Duties:**

Our Receptionist is an integral part of the Edinbane Lodge guest journey – the successful candidate will welcome all guests and ensure their stay is enjoyable and memorable. We are seeking a polite and professional individual who has a level of discretion when dealing with guests – you will be responsible for managing the customer journey so must be solution focused.

This role will be across 5 days including weekends.

- Be responsible for all booking systems and ensuring customer reservations are managed efficiently
- Ensure the Reception area is kept clean and tidy including front area of building
- Be able to communicate across all business departments
- To attend all relevant training courses as suggested by Management
- Have the ability to anticipate guest needs and ensure we meet their expectations
- To deal with any customer complaints in an efficient manner and ensure they are communicated with management in a timely and discreet fashion
- Manage all telephone and email enquiries in a friendly and professional manner
- Responsible for the general admin of the business including but not limited to; Menu preparation, stationery orders, FOH & BOH planners and floorplans, raising invoices for customers etc