



Title:	Receptionist
Department:	Reservations
Hours:	37.5
Report to:	Reservations Manager

Gleddoch, one of the most prestigious hotel, golf and spa resorts located in Renfrewshire is recruiting Hotel Receptionists to join our existing team. Gleddoch is a 70-bedroom hotel, golf course, luxurious spa with food and beverage outlets.

We would like to hear from people who know what providing exceptional standards of service is all about. If you want to test yourself on the art of multi-tasking whilst having the ability to smile continuously then this role could be for you.

Every day is different and being a receptionist allows you to meet some amazing people whilst providing the best standards of service possible. You will be the face of Gleddoch therefore your presentation, body language, communication skills and service skills have to be the best. No two days are ever the same and sometimes you will come across a challenging situation that requires you to think on your feet, problem solve and use your initiative.

You will have responsibility for checking guests into the hotel, providing information on the resort and surrounding areas, taking reservation calls, making dinner reservations, checking guests out of the hotel and providing exceptional standards of service to everyone who enters reception.

You may have gathered; this role is all about offering fabulous service therefore we will only consider applicants who have experience in customer facing roles.

Having experience in hospitality is beneficial but not essential. This position involves early shifts which start at 7am and finish at 3pm and late shifts which start at 3pm and finish at 11pm.

GENERAL:

- Always comply with the company codes of conduct.
- Familiarise yourself with the company policies and procedures plus employee handbook and lead by example in demonstrating behaviours that we expect all employees to display.
- Perform other tasks at the level of the role as directed by your line manager in pursuit of the achievement of business goals.
- Have the desire and ability to improve your knowledge and abilities through on-going training and development.



- Ability to work as part of a diverse team with colleagues from different viewpoints, cultures and countries.
- Produce reports as required/requested by your line manager.
- Attend business reviews/board meetings as appropriate and actively contribute to all internal meetings.
- Demonstrate a comprehensive understanding and awareness of all policies and procedures relating to health, hygiene and fire safety.
- Familiarise yourself with emergency and evacuation procedures.

ALL EMPLOYEES

- To attend training when required.
- To be responsible for your own personal development at work and strive to be the best in what you do, taking care and pride in your work.
- To participate in your annual review discussion and any subsequent conversations to review performance and objectives.
- To have a flexible approach to the hours you are required to work.
- To be fully aware of and adhere to the health and safety regulations concerning your employment and promote a safe environment for yourself, your colleagues and our guests.

Due to the nature of our business this is by no means a complete listing of the responsibilities of the role and you may be asked to complete other duties as a result of a business need. Ideally the successful candidate will have experience working in a Hotel accounts department and have a good understanding of the operational procedures throughout a hotel business.

WHAT WE OFFER YOU:

- A great place to work
- A full uniform
- Discounted food, beverage and accommodation rates
- Discounted Spa treatments
- Discounted access to the leisure facilities
- Discounted access to the 18-hole championship golf course

THE RECRUITMENT PROCESS:

If this job ticks all the boxes for you and you can deliver the high standards that are expected from a hotel such as Gleddoch please click the 'Apply Now' button.

Please note that due to the amount of applications only successful candidates shall be contacted.

GLEDDOCH, OLD GREENOCK ROAD, LANGBANK, RENFREWSHIRE, PA14 6YE
T: 01475 540 711 • E: INFO@GLEDDOCH.COM • W: WWW.GLEDDOCH.COM2