

KWA MARITANE BUSH LODGE

VACANCY

This vacancy will be filled taking into consideration the Legacy Hotel Employment Equity policy

POSITION: RECEPTIONIST

Purpose of the Job:

As the first contact person of the hotel you have the important job of making people feel welcome, being efficient and dealing professionally with enquiries face to face or by phone, fax or email.

Responsibilities:

- Receiving of guests on arrival and dealing with check-in
- Answering of telephones and dealing with guest enquiries
- Assist guests with smooth effective check-out
- Ensure guest questionnaires are completed
- Handle complaints and inform management of all complaints
- Update guest profiles to ensure communication and specials reach all guests and that information on guest profile is accurate
- Deal with daily cash-up of transactions
- Control and be aware of the room status to ensure maximum room sales on a daily, weekly and monthly basis
- Ensure all financial procedures are adhered to and all cash logged to ensure correct balance at all times
- Follow key and cash controls
- Ensure guest accounts are correctly balanced and all sales are posted correctly
- Control all credit transfers and transactions as per hotel policy
- Ensure all calls, internal and external, are dealt with efficiently and effectively
- Ensure all brochure displays are kept up to date and that the correct information is displayed.

Requirements

- Minimum grade 12
- 1 Year hotel reception experience
- Computer literate (MS office, email and internet)
- Must have people skills
- Communicate fluently (English)
- Excellent customer service
- Strong administration, planning and organizational skills,
- Attention to detail
- Dynamic and ambitious
- Ability to make decisions and work under pressure
- Must be willing to work shifts (including night shift)
- Experience on Fidelio/Opera will be an advantage.

Reporting to

- Front Office Manager, Front Office Supervisor

Applications

Applications to be addressed to Cindy Martin by no later than **17H00 on Friday 30 July 2010**
You can send your application via e-mail to cmartins@legacyhotels.co.za or fax to
(F) 014 552 5333.

- Your application is to be accompanied by a resume.
- Kindly ensure you follow the necessary internal Company Policies and Procedures with regards to applying for internal vacancies.

Please consider your application unsuccessful if you have not heard from us in 2 weeks.