

# The Killarney Park

## **Job Description: Lobby Attendant**

**Position:** Lobby Attendant

**Department:** Food & Beverage

**Reports to:** Food & Beverage Manager

## **Overview:**

As a **Lobby Attendant** at **The Killarney Park Hotel**, you will be a welcoming presence in the hotel's lobby, ensuring that guests feel comfortable and well taken care of. A key part of your role will be **servicing tea, coffee, and light refreshments** in the lobby area while maintaining the highest standards of hospitality and service. You will contribute to a warm and inviting atmosphere, assisting guests with inquiries and providing an exceptional guest experience.

## **Key Responsibilities:**

- Greet guests warmly as they arrive in the lobby and create a welcoming atmosphere.
- Serve tea, coffee, and light refreshments to guests in the lobby area, ensuring prompt and professional service.
- Maintain the cleanliness and presentation of the lobby, ensuring furniture, tables, and serving areas are tidy at all times.
- Anticipate guest needs, offering additional refreshments or assistance as required.
- Engage with guests in a friendly and professional manner, answering any questions about the hotel's facilities, services, and local attractions.
- Ensure all lobby service equipment and supplies (e.g., cups, saucers, napkins, sugar, milk) are fully stocked and replenished as needed.
- Follow health, safety, and hygiene standards while handling food and beverages.
- Coordinate with the **Food & Beverage team** to ensure seamless service.
- Report any maintenance or cleanliness concerns in the lobby area to the relevant department.
- Assist with additional guest service tasks as needed, such as providing directions or assisting with special requests.

## **Working Hours:**

As per the schedule, including mornings, evenings, weekends, and public holidays when necessary.



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## **Working Conditions:**

This role involves **standing and moving around the lobby area** throughout the shift while interacting with guests. The working environment is fast-paced, requiring attentiveness and excellent customer service skills.

## **About The Killarney Park Hotel:**

The Killarney Park Hotel is a **luxury 5-star hotel** renowned for its warm hospitality and outstanding service. As a **Lobby Attendant**, you will play a key role in enhancing the guest experience, ensuring visitors feel welcomed and valued from the moment they enter the hotel. Your contribution will help maintain the exceptional standards that The Killarney Park Hotel is known for.

