

THE KILLARNEY PARK

Job Description: Lobby Attendant

Position: Lobby Attendant

Department: Front Office

Reports to: Front Office Manager

Overview:

As a Lobby Attendant at The Killarney Park Hotel, you will be the first point of contact for guests as they enter the hotel. Your role is crucial in ensuring that guests feel welcomed, comfortable, and well-informed. You will maintain the cleanliness and orderliness of the hotel's public areas, including the lobby and surrounding spaces, while also providing assistance with guest inquiries and requests. Your friendly and professional demeanour will contribute significantly to creating a positive first impression for our guests.

Key Responsibilities:

- Greet guests as they enter the hotel with a friendly and professional demeanour.
- Maintain the cleanliness, organization, and presentation of the lobby, entrance, and other public areas of the hotel.
- Ensure that all public areas are well-stocked with necessary items, including brochures, newspapers, and guest amenities.
- Assist guests with inquiries, offering information about the hotel's facilities, services, and local attractions.
- Coordinate with other hotel departments to ensure guest needs are met and requests are addressed promptly.
- Provide directions or assistance to guests as needed within the hotel or in the local area.
- Report any issues with the hotel's physical spaces, such as maintenance or safety concerns, to the appropriate department.
- Assist with luggage and help guests with check-in/check-out procedures when required.
- Monitor the guest flow in the lobby and ensure that the area remains calm and welcoming at all times.
- Be attentive to the needs of guests, ensuring that they are comfortable and satisfied during their time in the hotel's public areas.
- Assist in managing lost and found items and ensure proper documentation and follow-up.
- Maintain an up-to-date knowledge of hotel services, local events, and amenities to be able to provide accurate information to guests.
- Attend training sessions and staff meetings as required.
- Ensure all hotel standards of cleanliness, service, and safety are upheld.

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Working Hours:

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

Working Conditions:

The role requires standing, walking, and moving around the lobby area throughout the shift. You will be working in a busy environment, interacting with guests and staff regularly, and ensuring that the public areas remain clean and orderly at all times.

About The Killarney Park Hotel:

The Killarney Park Hotel is a luxury 5-star hotel known for its commitment to exceptional service and creating memorable experiences for guests. As a Lobby Attendant, you will play a vital role in delivering the high standards of hospitality that the hotel is renowned for, ensuring every guest has a positive and welcoming experience from the moment they step through the doors.

