

THE KILLARNEY PARK

Job Description: Receptionist

Position: Receptionist

Department: Front Office

Reports to: Front Office Manager

Overview:

As a Receptionist at The Killarney Park Hotel, you will be the first point of contact for guests, delivering a warm welcome and exceptional service to ensure a memorable stay. This role requires strong communication skills, attention to detail, and a dedication to upholding the hotel's five-star standards in guest care.

Key Responsibilities:

- Welcome guests upon arrival, providing a friendly and professional check-in experience, including handling registration, room assignments, and assisting with any specific guest requests.
- Manage check-out procedures, including settling guest accounts, processing payments, and ensuring a smooth departure experience.
- Answer phone calls promptly and professionally, addressing guest inquiries, transferring calls, and taking messages as needed.
- Assist guests with reservations, special requests, and general inquiries about the hotel's services and local attractions, ensuring accurate information is provided.
- Maintain an organized and clean front desk area, ensuring it reflects the hotel's high standards of presentation.
- Handle cash, credit, and other forms of payment in a secure and accurate manner, following all cash-handling policies.
- Liaise with other departments, such as Housekeeping and Maintenance, to fulfill guest requests and resolve any issues promptly.
- Record guest preferences and special notes in the system to personalize future stays and enhance guest satisfaction.
- Monitor guest satisfaction during their stay, addressing any issues or complaints immediately and escalating concerns to the Front Office Manager if needed.
- Stay updated on hotel promotions, room availability, rates, and special events to assist guests effectively.
- Maintain accurate records of guest stays and ensure all information is properly documented in the hotel's reservation and management system.

Working Hours:

Shifts vary, including weekends, holidays, and evenings, as per the hotel's operating schedule.

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Working Conditions:

This is a front-facing role requiring extended periods of standing, professional attire, and the ability to handle high-paced interactions in a calm and courteous manner.

About The Killarney Park Hotel:

The Killarney Park Hotel is a renowned five-star hotel celebrated for its luxury and exceptional guest service. As a Receptionist, you are an ambassador of the hotel's values and are pivotal in creating a welcoming, memorable experience for every guest.

