



KENWICK PARK ESTATE

RECEPTION ASSISTANT

Location: Kenwick Park Hotel, Lincolnshire LN11 8NR

Kenwick Park Estate incorporates luxury lodges, holiday homes and a unique country house hotel with leisure club, that combines a traditional feel with modern facilities. All set amongst our stunning woodland area.

Job summary

As a receptionist on-park you will be responsible for overseeing the daily operational duties of the resort's welcome desk.

Main duties and responsibilities

- Management of a busy welcome desk, including serving in the shop.
- Answering customer enquiries, over the phone, face to face, e-mail, social media etc.
- Replenishing shop stock.
- Greeting customers at check in and check out.
- Liaising with other departments to ensure check in and check out are managed well.
- Being the first point of contact for guest complaints / issues / feedback and handling in a professional and courteous manner.
- Maintaining a clean and safe work environment.

Key Skills and Experience

- Experience of working with the public is desired and you will have experience of working on a reception or in a customer service-related role.
- Excellent communication skills both oral and written.
- First class interpersonal skills.
- Knowledge of health and safety would be advantageous as you will be required to ensure health and safety is adhered to

Reports to

Reception Supervisor

This job description is not exhaustive and can be altered and added to by the discretion of the senior management. Should this happen the post holder will be informed of any such amendments.

It is agreed that the above is a brief and concise job description for the role of Reception Assistant.

Signature
(Employee)

Print Name

Date