

YMCA OF BRISBANE  
**JOB DESCRIPTION**

**RECEPTIONIST**  
**HOTEL GEORGE WILLIAMS**

<b>POSITION LEVEL</b>	Full Time – Award
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<b>REPORTS TO</b>	Front Office Manager, Hotel George Williams (or other person who may, from time to time, be nominated)
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<b>JOB SUMMARY</b>	<ul style="list-style-type: none"> <li>• Ensure guests are greeted in a warm friendly manner, creating a positive first impression of Hotel George Williams and other facilities of YMCA House.</li> <li>• Ensure guests enjoy a comfortable stay through friendly and efficient service.</li> <li>• Maximise revenue and occupancies via sales of Hotel Rooms and promotion of other facilities.</li> <li>• Follow all policies and procedures to ensure efficient operation of Hotel George Williams.</li> </ul>
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<b>PRIMARY RESPONSIBILITIES</b>	<ol style="list-style-type: none"> <li>1. To be familiar with all hotel and Health and Fitness facilities and outlets i.e. room rates, room types, membership prices, availability, daily events, promotions, VIP's, operating hours of outlets, activities, programs and local attractions</li> <li>2. Familiarize yourself with daily happenings in the Hotel. Read front desk diary and conduct a handover with receptionist from previous shift</li> <li>3. Understand and accurately complete all guest reservations via phone enquiry, fax or internet</li> <li>4. Registration and check-in of hotel guests in a professional and efficient manner, ensure all necessary details are taken on arrival and method of payment is secured</li> <li>5. Allocating rooms for all guests and ensure that regular guests, corporate clients and VIP's are allocated the correct room numbers and all special requests are adhered to where possible</li> <li>6. Accurately modify guest details from their registration cards</li> <li>7. Provision of Daily Reports for Housekeepers</li> <li>8. Close liaison with housekeeping staff, notifying any changes to the hotel status immediately, i.e. early check-outs, late departures, special requests, room moves and extensions to stay etc.</li> <li>9. Inform housekeeping of all cancellations and amendments for that days arrivals and future availability</li> <li>10. Familiarize yourself with arriving guests and ensure all reservations are accurate</li> <li>11. Answer all guest enquiries in a professional manner. Adopting a can-do attitude at all times</li> <li>12. Action any outstanding issues from previous shift</li> <li>13. Be familiar with group arrangements, i.e. ETA's &amp; ETD's share arrangements, billing instructions and payment details</li> <li>14. Check out hotel guests in a polite and professional manner</li> <li>15. Ensure guest accounts are accurate and payments are finalised before guest departure</li> <li>16. Ensure all accounts receivable invoices are recorded and forwarded for payment to the correct supplier</li> <li>17. Accurate cash handling and shift balancing. Ensure that all Hotel banking is completed on a daily basis and paid into the bank</li> <li>18. Be familiar with credit card procedures and operation of eftpos terminals</li> <li>19. Undertaking posting of all other charges throughout the day i.e. Cerello's charges, conference charges, laundry dockets, manual phone, fax and ADSL charges etc.</li> <li>20. Undertake balance of shift and produce End of Shift Reports</li> <li>21. Report and discrepancies to the Front Office Manager</li> <li>22. Reporting of any incidents/occurrences to the Front Office Manager. Complete relevant documentation</li> <li>23. Co-ordinate storage of luggage and transport requirements for guests</li> <li>24. Accurate recording and setting of wake-up calls</li> <li>25. To be able to operate all Reception equipment, i.e. Telephone systems efficiently, facsimile, photocopiers and printers</li> <li>26. To be familiar with all functions of the Maestro Computer System and its reports</li> <li>27. Close liaison with the Front Office Manager on hotel status to ensure optimum occupancy and average rate</li> <li>28. Maintain a high standard of personal grooming and hygiene</li> <li>29. Your name badge and uniform is to be worn at all times</li> <li>30. Attend Front Office meetings as required</li> <li>31. Report and potential health and safety hazards to the Front Office Manager or Manager of YMCA House</li> <li>32. Maintain correct security procedures</li> <li>33. Fill in time sheets daily and have the Front Office Manager sign</li> <li>34. Any other duties as directed by the Front Office Manager or Manager of the YMCA House</li> <li>35. To maintain the confidentiality of the Hotel George Williams with respect to rates, average room rates and other financial information</li> <li>36. Ensure that personnel within area of operations, understand and maintain the quality system and are also responsible for ensuring that procedures and instructions are complied with</li> <li>37. Maintain work environment so as to minimise risk to both customers and staff</li> <li>38. Uphold and promote the policies and mission of the YMCA of Brisbane</li> <li>39. Must be aware of and implement the YMCA's Safeguarding Children and Young People policy</li> <li>40. Comply with all practices in the Quality Manual</li> <li>41. Maintain the quality system and report any deviations from the intended system to immediate supervisor</li> <li>42. Maintain confidentiality of all YMCA information, records and files</li> <li>43. Any other duties that may be determined from time to time by the Chief Executive Officer</li> </ol>
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<b>KNOWLEDGE AND EXPERIENCE</b>	<ol style="list-style-type: none"> <li>1. Previous experience in the Hotel Industry and a willingness to undertake further training</li> <li>2. Focus on Customer Service</li> <li>3. First Aid Certificate including CPR</li> <li>4. Sales Skills</li> <li>5. Certificate of Suitability in accordance with the Commission for Children and Young People and Child Guardian Act 2000</li> </ol>
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