



RECEPTION/OFFICE TEAM

Full-time Position

At The Woolacombe Bay Hotel it is our aim to provide our guests with a consistently high level of care and service, from the moment they book their perfect stay with us through to their experience once they arrive.

We believe that people are at the heart of good service. Talented, skilful staff that recognise the difference that good customer service provides. This is essential in any business but none more so than the tourist industry.

The exciting opportunity has arisen to join our diverse Woolacombe Bay Hotel family as part of our Reception & Office Team.

You will be working at the heart of the business and will be the first point of contact for our guests. As we know, first impressions are supremely important to meet and exceed our 4* standards, you will be assisting our guests to choose their perfect bedroom or suite, you will then welcome our guests on arrival & provide all the relevant information they need.

Along with our dedicated existing staff, you will ultimately ensure that our guests are well looked after from start to finish (and beyond!)



THE IDEAL CANDIDATE WILL...

- Be enthusiastic with a positive, professional & cheerful attitude
- Have an excellent telephone manner, essential for reservations
- Have a unique ability to juggle multiple tasks in a time sensitive environment
- Be committed to providing excellent standards of customer service & strive to exceed customer expectations
- Be self-motivated & proactive
- Be punctual at all times

- Be able to work well with others as part of a team
 - Have exceptional communication skills with both guests and staff members
 - Have strong numeracy skills & understanding of pricing structures
 - Have basic IT knowledge (training where necessary will be given)
 - Knowledge of Guestline/Rezlynx or similar booking system would be extremely advantageous but not essential
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AS AN EMPLOYER, THE WOOLACOMBE BAY HOTEL OFFERS:

- National living wage (with opportunity to progress based on performance review)
 - Pension scheme
 - Welcoming working environment
 - Induction and training programme
 - Uniform
 - Free parking in Woolacombe
 - Full breakfast provided on early shift
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GOOD TO KNOW:

Due to location within Woolacombe village, candidates will need own transport or at the very least be able to travel independently to and from The Woolacombe Bay Hotel.

This position would be a great opportunity for someone looking to forward their career in a full time position with excellent progression prospects within the hospitality sector.

You will be required to work some evenings and weekends during this role, shift patterns are a mixture of 7am-3pm or 3pm-11 pm.

Salary: National Living Wage

Job Type: Full-time

To apply: Please send your CV and a covering letter to info@woolacombe-bay-hotel.co.uk

