



Receptionist

We are The Titanic Hotel Liverpool is all about the restoration of one of our city's most historic and iconic buildings. The Hotel forms part of the Stanley Dock Village development overlooking the waters of Stanley Dock. The hotel is a hotel of unequalled proportion of size, service and style. The hotel has 153 bedrooms, The Rum Warehouse – our Events space with a capacity for 800 guests, the Maya Blue Wellness, Stanley's Café & Stanley's Bar.

We are looking for a receptionist who will be part of a crucial team and department and be expected to achieve a high standard of customer care and create the ultimate customer experience and first and lasting impressions within a busy and vibrant hotel.

Key aspects to the role:

- Warmly welcome all Hotel guests in a professional manner in line with company standard procedures.
- Check in and check out guests using the Opera System
- Manage any challenging and difficult guest situations professionally, carefully and discreetly.
- Ensure effective handover of all guest information is completed with oncoming shift team member.
- Handle guest requests promptly and efficiently displaying a 'Yes I Can' customer service attitude and approach at all times.
- To ensure 100% guest satisfaction at all times by ensuring that guests' expectations are constantly met & exceeded
- Respond to and resolve any negative comments or complaints ensuring guest satisfaction, service recovery and effective follow up.
- Maintain the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct as per hotel standards and Staff Handbook.
- Uphold privacy and confidentiality of guests
- Manage room reservations by phone, email or online system
- Confirm booking and handle cancellations or modifications
- Liaise with relevant departments to accommodate guests needs
- Maintain accurate guest records and payment information
- Process payments (invoices, cash, debit and credit transactions)

Main requirements (essential):

- Previous experience in a similar position
- Minimum 1 year experience using Opera software
- An excellent team player with strong communication skills
- You will have a passion for delivering a great customer experience
- Ability to work under pressure
- Ability to prioritise tasks and manage time effectively
- Attention to detail



If you feel that you have the experience, qualifications and skills to be a Receptionist at the Titanic Hotel, Liverpool then apply by forwarding your up to date CV together with a covering letter to hr@titanichotelliverpool.com.

PLEASE ONLY APPLY IF YOU HAVE PREVIOUS HOTEL RECEPTION EXPERIENCE AND YOU ARE FULLY OPERA TRAINED

Please only apply for this position if you are currently living in and have the right to work full time in the UK with no restrictions. We are unable to apply for or transfer work visas or UK entry clearance on your behalf.