



# Receptionist

## **Receptionist Liverpool, UK**

Titanic Hotel, Stanley Dock, Liverpool is all about the restoration of one of the city's most historic and iconic buildings. As a World Heritage site it forms part of the Stanley Dock development overlooking the waters of Stanley Dock. The hotel has 153 stylish and spacious bedrooms, unique event space West Bay, Stanley's Bar and Grill, Rum Bar, Maya Blue Wellness and adjoining the incredible Rum Warehouse.

### **Who we are looking for...**

We are currently looking for a passionate and experienced receptionist to become part of a challenging yet exciting department. Someone with enthusiasm for delivering a great customer experience, as you will be expected to achieve a high standard of customer care, create the ultimate customer experience and excellent first impressions within a busy and vibrant hotel!

Most importantly we are looking for someone who has excellent communication skills with both guests and staff of all levels, and thrives within a busy service environment.

### **Your main responsibilities will include:**

- Welcoming and checking guests in and out of the hotel in a professional manner according to company standards
- Managing any challenging or difficult situations professionally, carefully and discreetly
- Ensuring effective handover completed with oncoming shift
- Handling guest requests promptly and efficiently displaying a helpful customer service attitude
- Ensuring 100% guest satisfaction is delivered at all times by guests' expectations constantly being met & exceeded
- Responding and resolving any negative comments or complaints to ensure guest satisfaction and effective follow up
- Maintaining the highest standards of personal hygiene, dress, uniform, appearance, body language and conduct.

### **Skills & Experience**

- Previous experience in Reception or similar position is essential
- Experience using 'Opera' system is essential
- An excellent team player and strong communication skills

### **What we offer**

We offer staff of all levels a range of benefits. Once you have completed your 3 month probationary period, you will have access to 50% discount on food & beverage and competitive staff room rates to enjoy with your friends and family.

Uniform is provided along with free staff meals on duty. We also run an Employee of the Month scheme, Long Service Awards and have recently enrolled all of our employees into the Hospitality Action Employee Assistance Programme.

The Titanic Hotel, Liverpool aims to provide a working environment that is enjoyable, unique!

If you feel you meet the criteria listed above and are a Receptionist who possesses flair, style and an outgoing personality, we would love to hear from you.



## Receptionist

Simply apply by sending your CV and covering letter to  
[titanichotel.hr@titanichotelliverpool.com](mailto:titanichotel.hr@titanichotelliverpool.com).

**Please note:** you will need to provide satisfactory references before interview is confirmed and we can only accept applications from those eligible to work and live in the UK.