

Receptionist

Brand	Crowne Plaza	Salary Range	Meets NMW
Contract	Full time permanent	Work location	Birmingham (B1)
Supports	Front of House team	Reports to	Front of House Manager

We're looking for engaging people with good problem-solving skills that can deliver excellent service that our guests will love. Previous hotel reception experience is a desirable & ideally you will be someone comfortable multi-tasking their way through a busy shift, dealing with an array of different guest needs & wants.

Our guests stay 7 days a week so we need someone who is available to work a variety of shifts & is fluent in English (both verbal & written).

As a receptionist, your main role will be:

- Delivering excellent customer service to our 312 bedrooms-worth of guests
- Manage all requests we get from guests in a helpful & professional manner
- Contribute fairly to the teams workload on each shift to ensure seamless service for each guest

The ideal candidate will have:

- Previous hotel reception experience in a 4* hotel environment
- Excellent problem solving & multi-tasking skills
- Confidence, professionalism and an engaging personality
- Exceptional attention to detail & a passion for the industry

If you know you can provide high quality customer service, demonstrate a caring attitude whilst working with integrity in one of the best hotels in Birmingham then please, apply now!

Our Values

At Centre Island you'll be joining a growing family of 10 hotels with over 800 employees. At Centre Island whether you're working at our branded IHG hotels or our independent boutique, we deliver the brand with Centre Island Values. All our employees are engage &, enthusiastic with a Centre Island personality.

We believe our values are an integral part of our business and our teams strive to always:

- Act with INTEGRITY and CARE
- Be ENGAGED with customers and colleagues alike
- Have PASSION and take OWNERSHIP in everything they do
- Strive to be CREATIVE to continuously improve

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