

Reception Team Member

Brand	Holiday Inn	Salary Range	£NMW Per Hour
Contract	Full time permanent	Work location	Preston
Supports	Reception	Reports to	Reception Manager

What you'll be doing!

The reception desk is often the first point of contact and the first impression for guests. Warm, knowledgeable service and helpful guidance reassure guests they made the right choice to stay with us. To deliver a great guest experience, a Reception Team Member will check in and out guests efficiently, and make sure they have all they need for a great stay.

Who you'll be working for!

Holiday Inn® Preston hotel stands in the heart of the city centre, a short drive from the M6 motorway.

Preston bus station is next door, while Preston train station, a 15-minute walk away, offers direct links to Manchester Airport (MAN). Within a 12-minute drive of the M6, M55, M61 and M65 motorways, the hotel offers limited free parking (first-come, first-served).

Bright guest rooms feature comfortable beds and a choice of pillows to ensure a good night's rest. You can savour a full English breakfast in Nineteen75 restaurant and dine on classic British dishes with a modern twist. Ringway Bar is a relaxed spot for a light lunch or wings and a beer. You can also host events in the hotel's 7 meeting rooms for up to 60 delegates.

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 engaged, enthusiastic who have 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**
- **ENGAGED** with customers and colleagues alike
- Have **PASSION** and take **OWNERSHIP** in everything they do
- Strive to be **CREATIVE** to continuously improve

What we offer you!

- 28 Days Holiday rising the 33 days after your 5th year of Service
- Free Meals on duty
- Love to Shop Vouchers for Name Mentions & Service Excellence
- Birthday Gift card
- Ability to stay in any IHG branded hotel globally for discounted rate*
- IHG Rewards points for customer enrolments*
- Free on the job Training

*(Subject to a successfully completed probation period)

Job Profile

Main Duties and Responsibilities:

1. Welcoming guests in a friendly, prompt and professional manner recognising new and also returning guests
2. Checking guests in, issuing room keys, providing information on hotel services and room location
3. Ensure required identification is taken from guests at check-in in line with local legislative requirements
4. Answer phones in a prompt and courteous manner
5. Up-sell rooms where possible to maximise hotel revenue
6. Answer, record and process all guest calls, messages, requests, questions or concerns
7. Record guest preferences in the system
8. Check guests out, including resolving any late or disputed charges
9. Accurately process all cash and credit card transactions using established procedures
10. Take action to solve guest problems/complaints using appropriate service recovery guidelines
11. Occasionally make either individual or group guest(s) reservations