



Job Description

Job Title: Receptionist	Salary: £26,637pa + incentive pay
Department: Front Office & Reservations	Reporting to: Front Office & Revenue Manager

About us:

The Clandeboyne Lodge is one of Northern Ireland's top hotels, looking after 16,500 hotel residents, 40,000 Coq & Bull brasserie guests and 300+ events on average each year.

At Clandeboyne Lodge, we believe in creating not only memorable experiences for our guests but also a supportive and rewarding workplace for our people. Our culture is built on teamwork, respect and a shared passion for excellence.

The Receptionist role offers a 40 hour workweek: 5 shifts 7am – 3pm or 3pm – 11pm on 5 out of seven days, including weekend shifts.

What we can offer you:

- Incentive pay
- Free staff meals on shift
- Flexibility where we can
- Free uniforms
- Taxi fare contribution if you do not have your own transport
- Free onsite parking
- 50% off food in the Coq & Bull brasserie & overnights stays for friends & family
- Internal training & career progression
- Reduced green fees at Blackwood golf.

Job description:

- To welcome and check in guests, and process registration cards and bookings in line with the Front Office standard operating procedures manual
- To check-out guests in line with the Front Office standard operating procedures manual

- To deal with telephone, e-mail and on-line reservation requests
- To deal with any guest queries, comments, requests and complaints in an expedient and professional manner.
- To prepare shift reports, requisition forms, work and maintenance orders as required
- To be aware of emergency procedures and your responsibilities in an emergency situation, i.e. Fire Evacuation
- To carry out any duties or tasks assigned by the Front Office Manager in line with company procedures and policies
- To attend training courses as required and to assist in the identification of own training and development needs

You must:

- Have at least 2 years' experience in a similar role.
- Have strong IT skills and excellent working knowledge of Microsoft 365 Excel and Word
- Have previous experience with Hotel Guest Management and Reservations Systems, preferably with Hotsoft and SiteMinder
- Be motivated to deliver responsive, proactive support to all heads of departments
- Be empathetic when interacting with colleagues and suppliers

How to apply:

Please **send your CV** to jobs@clandeboyelodge.co.uk. Make sure to state the job you are applying to so that we can consider your application.

The Clandeboye Lodge is an Equal Opportunity Employer. To comply with current NI legislation, all applicants are required to **complete an equality questionnaire**. Please complete the questionnaire online [here](#).