

## RECEPTIONIST

### **Brief Description of the Hotel**

Le Gray - a Campbell GRAY Hotel, member of The Leading Hotels of the World - is a contemporary-classic that stands out among luxury hotels in Beirut with its location in the historical downtown. By day, the Mediterranean sparkles in front with the peaks of Mount Lebanon in the distance. By night, Beirut's joie de vivre is right at your doorstep.

### **Brief Job Description**

Under the general guidance of the Reception Manager, and in line with Le Gray Policies and Procedures, the receptionist will perform all duties connected with arriving, in-house and departing guests.

The shift leader will also ensure that all our guests including regular and SAGs receive high quality, personalized service.

### **Duties & Responsibilities**

- Be familiar with hotel facilities and attractions.
- Be fully conversant with and able to sell and promote all services and facilities available to guests using the hotel.
- Be fully conversant with current and future availability at any given time.
- Be fully aware of all daily events and Guest Relations program.
- Ensure policy and procedure standards are adhered to when performing the following:
  - Registering guests
  - Escorting guests to their rooms
  - Allocating room
  - Issuing key cards
  - Dealing with reservations and walk ins
  - Dealing with special requests
  - Ensure correct handling of group check-ins
  - Checking out departing guests
  - Proceeding with cashiering duties
- Check accuracy of input into Protel, as well as content of registration cards.
- Maintain and effectively utilize guest history profiles.
- Co-ordinate the delivery of guest amenities with the relevant departments.
- Complete and process any private orders.
- Liaise with housekeeping in administrating all special requests.
- Report any accident or theft to security, and ensure follow through with the guest.
- Deal with all incoming faxes within a 1 hour response time.
- Ensure all necessary supplies are available and order more if required.
- Be fully conversant with handling of reservations inquiries.

## JOB BRIEF

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- Make next destination reservations with other hotels in the Leading Hotels of the World group.
- To be familiar with switchboard duties.
- Be fully conversant with Room Service order taking.
- Identify and pass on to the shift leader any potential problems and/or VIP requests.
- Accompany guests to their rooms, following rooming procedures.
- Create and maintain a personal and respectful rapport with guests
- Handle promptly and courteously all guest comments, questions, complaints, requests and inquiries, taking the necessary action steps and ensuring thorough follow through.
- Familiarize yourself with the guest's needs and requirements in order to ensure guest satisfaction and efficient and friendly service.
- Ensure all VIP requests are dealt with accurately, and that they receive the appropriate service and attention.
- Ensure guest privacy and security, respecting confidential information.
- Ensure that guest details are not disclosed.
- Perform show round of the premises and facilities when required.

### Requirements

- Positive attitude
- Excellent hospitality skills
- Fluency in English and Arabic, French is a plus
- Flexible schedule