

JOB DESCRIPTION

Title	Hotel Receptionist
Based at	Hotel Give
Reports to	Hotel Reception Manager
Works with (internal)	Hotel management team Reception team and night managers Housekeeping team F&B staff – bistro and cafe Maintenance Manager Other Kind Foundation staff
Works with (external)	Hotel guests and customers visiting our facilities Contractors and suppliers Accommodation agencies/brokers and tour operators Groups
Term of Employment	Hotel Give is a 365/24/7 business. Receptionists must be prepared to work shifts, including evenings, weekends and public holidays as required by the roster.
Mission	Making a positive difference every day
Job Purpose	To provide exceptional, friendly, efficient, inclusive service to all external and internal customers of Hotel Give and The Kind Foundation.

Overview of Hotel Give

Hotel Give is a 3.5 star socially sustainable hotel, offering a range of high-quality rooms and facilities to cater to travellers, groups and corporate guests. Hotel Give is a social enterprise for The Kind Foundation which means that all proceeds support community programmes and initiatives. The hotel features private rooms, shared accommodation, conference facilities, and event spaces, ensuring a comfortable and welcoming experience for all guests.

Key Tasks

- Accommodation reception tasks (check in, check out, invoicing)
- Balance the tills at the end of the shift
- Answer the phone and deal with enquiries related to reception duties, or forward to appropriate other staff member
- Serve customers – guests, diners, visitors
- Listen to and record customer complaints, questions or concerns - provide immediate resolution wherever possible, and escalate if necessary
- General reception administration - maintaining brochure racks, forms, photocopier machines, concession cards etc as time allows
- Report all issues as soon as possible for resolution and/or quality improvement- particularly when the issue revolves around a policy or procedure.
- Communication - verbal and written, responding to guests' requests

Core Skills required

- Excellent communication skills
- Attention to detail
- Problem solver
- Good numeracy and literacy skills
- Understanding of Kind Foundation programmes and services
- Professionalism
- Computer literate - ability to work with different databases and booking systems

Personal Attributes

- Warm welcoming, friendly personality
- Positive attitude
- Calm in the face of challenging situations
- Able to think on your feet
- Sense of humour
- Team player
- Compassionate and open minded
- Using good judgment within The Kind Foundation values
- Well presented - wearing assigned uniform and a name badge

Other

- Clean police record required
- Availability to work specific evening and weekend shifts as negotiated
- First Aid certificate
- Duty Manager's Certificate (preferable)

The Kind Foundation Statement on Child Protection

The Kind Foundation is committed to providing a Child Safe environment for all children who come into contact with us.

Job Pathways

Sideways:	Reception roles in other departments
Outwards:	Coordination or administration roles in other areas
Upwards:	Reception Manager or Team Leader roles

The Kind Foundation Statement on Career Development

The Kind Foundation tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to. This could be within the department they work or more broadly to other Kind Foundation departments.

Performance reviews which include planning personal development occur at least once a year but should be an ongoing conversation between staff and their direct report.

Employee Signed: _____ Date: _____
Employee to please initial each page