Rooms Hotels is a young and independent lifestyle hotel brand based in Georgia that has quickly emerged as the premier leader of distinctive hospitality experiences in the region. Under the guidance of the founder and owner company Adjara Group Hospitality, the brand has built a loyal local fan base, while the strong connections to international business travelers, leisure-seekers, and those from the creative industries - drawn both by the country`s fascinating past and bright new beginnings - continue to flourish. In a region that is in the midst of a transformation, the Rooms Hotels showcases both the face and aspirations of contemporary Georgia, making the new tangible, while also proudly embracing and staying true to the country`s historical roots and essence. A proudly independent brand, Rooms Hotels is progressive and continually inspired by the latest evolving trends in design, gastronomy and culture. The Rooms Hotels brand is poised to continue its expansion throughout the region, unlocking new experiences and opportunities in a country rapidly forging a bright new identity.

**Rooms Hotel Kazbegi** is looking for a suitable candidate for the position of **Receptionist**.

Department: Front Office
Reports to: Front Office Manager

Position scope:

Hotel receptionists are responsible for making guests feel welcome, dealing with room bookings and cancellations, check-in and check-outs, and handling general requests made by guests during their stay.

Knowledge, skills and abilities:

\*\* Work experience as a receptionist;
\*\* Fluent English and any additional languages considered as a plus;
\*\* Professional speech and behavior;
\*\* Patient listening;
\*\* Rich general knowledge;
\*\* Sense of humor;
\*\* Complying with administrative principles and views;
\*\* Respectful and helpful towards colleagues;
\*\* Attentive enough to control several tasks simultaneously;
\*\* Clean and positive appearance;
\*\* Representative capabilities;
\*\* Attentive to details;

Duties:

\*\* Executing departmental tasks within the framework of orders given by the supervisor;
\*\* Greeting the customer, registration procedures and room allocation;
\*\* Providing rooms to guests with prior reservations, in accordance with their preferences;
\*\* Accurately entering guest arrivals into the computer;
\*\* Registering all information filled out by the guests on the registration cards into the computer;
\*\* Reviewing the arrival list every morning one last time for room allocation and special notes;
\*\* Checking customer key return on the departure list and places a tick on the list;
\*\* Reviewing the departure list and maintaining communication with the Front Cashier, thereby preventing customers from leaving without paying;
\*\* Checking the departure list every morning for any notes;
\*\* Ensuring proper record keeping of vacant, ready for sale, and blocked rooms and their arrangement in the room rack;
\*\* Comparing the room rack with the list of occupied rooms from the computer;
\*\* Maintaining constant rack arrangement of arrival and departure rooms, reserved rooms, empty, clean, dirty, ready for sale, and blocked rooms;
\*\* Enabling proper room changes and sending room change forms to the housekeeping department;
\*\* Maintaining check of empty room`s keys;
\*\* Filing all front office reports properly;
\*\* Memorizing all prices of the hotel and its facilities (room, food, TV, safe, sauna, etc.);
\*\* Informing guests about all hotel services, and trying to sell these services;
\*\* Checking whether cash and credit cards have been properly processed;
\*\* Taking necessary measures not to permit customer to leave without paying;
\*\* Attempting to resolve all guest complaints and problems;
\*\* Possessing knowledge on cultural and art events, entertainment and excursion possibilities, having documents ready at the desk;
\*\* Revenue Management and arranging Bell-boy services;
\*\* Daily audit (Revenue Management) of departments.

General:

\*\* Hotel`s Fire, Health and Safety Procedures.
\*\* The main functions of other departments in order to perform management on duty.

Please send your resume on: hr.kazbegi@roomshotels.com and indicate the position title in subject line, otherwise your application will not be considered.

Only qualified candidates will be contacted.

Given Job Description may be subject to change and clarifications.