**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:  
  
\*\* Execute 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.  
  
Deadline for accepting applications is March 6; only qualified candidates will be contacted. Please send your Resume on: [hr.kazbegi@roomshotels.com](mailto:hr.kazbegi@roomshotels.com?subject=)   
  
Please indicate the position title in subject line, otherwise your application will not be considered.   
  
Given Job Description may be subject to change and clarifications.