**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

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.