

RECEPTIONIST

(The Gailes Hotel & Spa)

We are looking for a unique individual, someone who understands true hospitality and excellent customer service and puts it at the heart of everything they do to join our team at The Gailes Hotel & Spa.

Situated in the heart of Ayrshire, this four star family owned hotel offers 40 luxury bedrooms and a magical penthouse, is home to Coast Restaurant & Bar, GG's Coffee Shop & Sports Lounge and a large banqueting suite as well as the stunning new Si! Spa and Gailes leisure club.

We are looking for a highly motivated Receptionist with previous hotel reception experience to work in a fast-paced customer friendly environment.

Responsibilities:

- Deliver excellent customer service, at all times
- Assist the department in good housekeeping at all times
- Ensure all guests receive a Simpsinns experience from check in to check out
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Assist in the reservationist absence in the taking of room reservations, cancellations as per the company standard procedures
- Ensure full product knowledge of all promotions to ensure you are maximising sales and room occupancy – offering upsells.
- Communicate all feedback from guests back to the Operations Manager
- Report any maintenance issues immediately to maintenance team ensuring your line manager is advised
- Full understanding of front office computerised system as well as an understanding of conference and banqueting system and all essential computerised systems required for your job
- Attend training courses both in-house and external as required
- Always adhere to all company policies and procedures
- Be involved and contribute at team meetings
- Carry out instructions given by senior members of the team from all units
- Assist other departments, as necessary
- Ensure excellent communication between departments and ensure all messages are handled in a professional manner
- Administration duties as required

The person:

- Be customer focused at all times

- Be friendly, courteous and welcoming to our customers
- Calm, patient and polite, if receiving customer feedback
- Be helpful and go out of your way to help our customers – Create a “Magic Moment”
- Be willing to take on jobs to balance the team workload and assist colleagues where you can
- Must be reliable and trustworthy and respectful to self and guests as well as colleagues
- Take pride in your appearance
- Excellent time-keeping and attendance
- Be professional at all times
- Be a good team player
- Build and maintain good relationships with all team members
- Self-motivated
- Demonstrate a passionate commitment to Simpsinns
- Able to work on own as well as part of a team in a busy environment
- Ability to prioritise duties
- Be able to communicate well with colleagues and senior members of the team

Job Type: Full-time, Permanent. Flexible working hours – 5 shifts over 7 due to the nature of the role evening and weekend working will be required.

About SimpsInns Ltd

SimpsInns Group is a hospitality and leisure company located in Ayrshire with a diverse product range covering 4 star hotels, restaurants, leisure club, gym and spa.

Package and benefits:

SimpsInns offer a competitive salary dependent on experience and excellent training and development opportunities. Staff benefit from discounts across our venues including reduced price gym membership at Gales Golf:Leisure, discounted treatments at Si! Spa, plus excellent savings on food in our restaurants (25% up to one years’ service and 50% thereafter). SimpsInns offer enhanced holidays for long service, along with an annual long service dinner plus refer a friend scheme and local business discounts.

To Apply:

Please email CV and covering letter to recruitment@simpsinns.com