



TITLE: Receptionist
DEPARTMENT: Reception
REPORTING TO: Reception Manager, Manager on Duty

Role Overview:

To offer the highest standards of hospitality and welcome to all customers; as the first point of contact in the venue, our receptionists ensure a very happy start to our customers' experience at AceBounce being friendly, smiley and welcoming; they have responsibility for ensuring that customers understand how the venue works.

The ultimate goal of all employees is to deliver excellent customer service, creating a unique experience for the customer which makes them want to return; you should be positive, loyal and a proud ambassador of the company brand.

Skills and Experience Required:

- Great Personality
- Ability to deliver excellent customer service in busy and pressurized environment throughout the course of entire shift
- Articulate and excellent spoken English
- Team player

Our People:

- Exceed our customers' expectations by delivering service in a professional, knowledgeable and accommodating way.
- Remain calm, patient and polite if receiving customer feedback.
- Are confident, self-motivated and demonstrate a passionate commitment to the business.
- Are friendly, professional, honest, reliable and trustworthy.
- Have good working relationships with everyone they come into contact with at work, behaving in a friendly, courteous and professional way.
- Bring a positive attitude to work, co-operating closely with team members and other departments to ensure that our venue is the best it can be.
- Set a great example to new employees.

Key Duties and Responsibilities:

- To deal efficiently and politely with all telephone, email, internet and 'in person' inquiries.
- To ensure that all reservations are recorded following established procedures with full and clear information and that they are input accurately and promptly onto the system.

- To maximize revenue by converting inquiries, recognizing business prospects and taking every opportunity to upsell, including promoting merchandise and Premium Bookings
- To liaise with clients and customers to assist in directing their guests to the rest of the party
- To liaise with all departments to ensure the best service is provided to our customers.
- To ensure that all your work meets company standards and is according to training give; all function paperwork must be accurate and complete, including catering requirements, booking supplements and payment details.
- To create daily sheets detailing large bookings, pre-orders and private room reservations.
- To have an in-depth knowledge and understanding of the operation of the business including all food and drink menus to ensure that you are able to respond to customer enquiries.
- To undertake general administration duties.
- To observe the Company's rules and procedures and carry out any reasonable request made by their Manager, Supervisor or the Manager on Duty.
- To be aware of your responsibilities in respect of Health and Safety at Work and they follow all procedures in this respect and report to management any hazardous situation or accident.
- To attend training sessions and team meetings as required and to be involved and contribute to these.

Work Environment/Physical Requirements:

- Available to work various shifts, weekends and holidays.
- Ability to walk and stand during entire shift as needed.
- Ability to sit and work on the computer or phone for long periods of time as needed.
- Ability to continuously reach, bend, lift, carry, stoop and cut.
- Ability to remain stationary for long periods of time.
- Hazards may include, but are not limited to slipping and tripping

The Company reserves the right in its absolute discretion to add to your duties, or amend this job description at any time. In addition to the above duties you will carry out such other duties as the Company reasonably directs from time to time.

Equal Opportunity Statement: Decisions and criteria governing the employment relationship with all employees at our company are made in a non-discriminatory manner, without regard to race, color, ancestry, religion, age, national origin, sex, marital status, pregnancy, disability, sexual orientation, gender identity, gender expression, citizenship status, veteran status, FMLA status, protective order status, government assistance status, or any other factor determined to be unlawful by federal, state or local statutes.

Date: February 2018