

SWITCHBOARD OPERATOR

We are currently seeking a Switchboard Operator to join Corinthia Hotel London's front office team. As a Switchboard Operator you will be the first point of contact for our guests and you will be responsible for dealing with all internal and external calls. You will need to be able to answer all calls quickly and efficiently, provide assistance with queries and have excellent customer service skills. You will do all of this with a smile and this will be noticeable in the manner that you speak to our guests.

Entry Requirements

We are looking for Switchboard Operator that understand what it takes to be the best and preferably with proven success in a similar environment. If you are a team player, keen to learn with a desire to excel, and have outstanding interpersonal and communication skills please do apply.

Other skills that will need to be demonstrated include:

- Previous switchboard experience from within a luxury hotel business
- Knowledge of Alcatel telephone system advantageous
- Proficient use of Opera
- Use of Tiger telephone report system
- Exceptional customer care skills
- Empathy for your colleagues
- Ability to work under pressure
- Pride and attention to detail in your work
- The finest personal presentation
- Distinctive, professional and warm personality
- Confidence & professionalism in dealing with high profile clients

Benefits include:

- Competitive salary
- 28 paid holidays per annum (inc. bank/public holidays)
- Complimentary dry cleaning of uniform
- Complimentary meals on duty
- Discounted Salon, Spa, Food and Beverage and accommodation rates in London and across the Corinthia Hotels International portfolio
- Online benefits platform with extensive discounts on dining, retail etc.
- Professional learning and development programs
- Extensive recognition programs and length of service awards
- Stakeholder pension entitlement
- Season ticket loan
- Childcare voucher scheme



About Corinthia:

Corinthia Hotel London combines contemporary flair with traditional grandeur. Situated in the cultural heart of the capital, the hotel features 294 beautifully appointed bedrooms, including 7 penthouses and 36 suites, with 24-hour flexible check-in/check-out, elegant lounges, restaurants and bars and the largest, most breath-taking spa in London.

A career with Corinthia Hotels provides you with a wealth of exposure and experience in genuine hospitality. We believe in delivering a quality service through the execution of high standards as well as the individual contribution of every team member.

We take pride in living our service promise – the Craftsmanship of Care – and we shall make sure that you are provided with a repertoire of skills that will transform you into an expert in luxury hospitality. We believe in the personal and professional development of our team members and it is part of our mission to promote committed and promising individuals to future leadership positions within Corinthia Hotels.

Eligibility

In line with the requirements of the Asylum & Immigration Act 1996, all applicants must be eligible to live and work in the UK or be able to obtain such. Documented evidence of eligibility will be required from candidates as part of the recruitment process.