

## RECEPTIONIST

We are currently seeking an experienced Receptionist to join our Front Office team. As a Receptionist you will be required to ensure the smooth check in and checkout of all of our guests, whilst maintaining and exceeding the Corinthia Hotel London standards. Knowledge of Opera software is essential.

### **Scope and Purpose**

As a Receptionist you will be responsible for checking in/out all of our hotel guests and reporting any comments, VIP arrivals or departures and other issues as they occur throughout the day to the Reception Manager, Assistant Front Office Manager or Lead Receptionist. As a Receptionist you will also need to ensure that the standards of the department meet and exceed the quality standards set.

Our reception team consistently deliver a seamless and personal arrival and departure experience for our guests whilst dealing with any query and maximizing revenue by cross selling our famed restaurants, bar and ESPA life at Corinthia Hotel London.

### **Entry Requirements**

We are looking for individuals 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 experience as a hotel receptionist from within a large 4/5\* hotel
- Knowledge of Opera software is essential
- Exceptional customer care skills
- Proven leadership 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:**

- 28 paid holidays per annum (including bank/public holidays)
- Complimentary dry cleaning of uniform
- Discounted Salon, Spa, Food and Beverage and accommodation rates – in London and across our the Corinthia Hotel International portfolio
- Complimentary meals on duty
- Professional learning and development programs



- Intra & intercompany transfer opportunities (subject to service & performance)
- Stakeholder pension entitlement
- Season ticket loan
- Childcare vouchers

### **About Corinthia:**

Corinthia Hotel London combines contemporary flair with traditional grandeur. Situated in the cultural heart of the capital, the hotel features 225 beautifully appointed bedrooms, including 11 penthouses and 51 suites, with 24-hour flexible check-in/check-out, elegant restaurants and bars and the largest, most breathtaking spa in London.

London's most exciting luxury 5\* hotel opened its doors in spring 2011 and offers exceptional opportunities for individuals who are professional craftspeople in their chosen career and we are seeking this pivotal role within our expanding Banqueting team.

Providing individual service with precision and empathy for our guests you will be the heart and soul of this iconic 21st Century Grand Hotel. Our culture is strong, vibrant and distinctive. Our talent development opportunities are excellent and ongoing as our company and brand evolves.

### **Eligibility.**

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