

Position:	RECEPCIONIST
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Education:

Tourism Studies.

Specific Knowledge:

PC User.

Advanced level of English.

Professional Experience:

Minimum experience of six months at the reception in similar hotel types.

Main Tasks in this Position:

- Attend and inform clients about the characteristics of the hotel and its facilities. Also doing small errands for them.
- Make reservations, based on the sales and revenue policy of the company and depending on the availability of the rooms and their characteristics. Reservations to be done on the phone or at the reception.
- Analyze the incidences of previous shifts having to do with the check in, hotel facilities, possible complaints or client requirements.
- Verify the number of free rooms in the hotel, crossing the management system information with the available information regarding reservations.
- Do the "check-in", kindly asking for the required information depending on the case.
- Supervise the charges made in the clients' accounts related to accommodation, consumptions, telephone, hotel services and controlling exceeded accounts.
- Do the "check-out" process, asking for the necessary information depending on the case in order to perform this process correctly.
- Make the cash balance checking and comparing the invoices and the different payment types.
- Coordinate the information related to frequent clients, informing the different departments involved.
- Assume responsibilities related to the environmental Management assigned by his / her supervisor, caring to learn the environmental procedures in NH Hoteles and participating actively in suggestions and improvement actions.

Required Profile:

- ✓ Working Discipline.
- ✓ Compromise with NH Hoteles.
- ✓ Client Orientation.
- ✓ Result Oriented.
- ✓ Team Work.

General Information:

This position requires the availability to work in shifts and also during weekends.