



Waddesdon Manor

Job Description Receptionist (part time) Five Arrows Hotel

Responsible To General Manager

Role Description

The Five Arrows Hotel is a sixteen bedroom hotel situated in the Buckinghamshire village of Waddesdon. It was built in the 1870s by Baron Ferdinand de Rothschild to form part of the model village which was overlooked by his country house, Waddesdon Manor.

Today the Manor is owned by the National Trust and a large part of the activity at the property is funded by private Rothschild family trusts. The Hotel is leased by the Manor's trading company and operates as part of this commercial activity.

The Receptionist is responsible for the smooth operation of the Hotel's front desk and for providing administrative support to the General Manager.

Key Responsibilities

1. Reception

- Answering the switchboard and dealing with all enquiries, room and restaurant bookings.
- Dealing with all email enquiries.
- Following-up all room bookings with a confirmation letter or email.
- Checking in and out of all guests; including payments or invoicing for corporate customers, and preparing check-in forms.
- Liaising with Housekeeping on guest requirements and ensuring that they have a daily list of special requests.
- Following-up guest requirements from the previous shift.
- Producing a daily listing of room occupants for fire evacuation and checkouts.
- Meeting and greeting all visitors to the Hotel.

2. Accounts & Finance

- Cashing-up the front of house till daily and preparing banking slips.
- Entering daily takings information onto Accounts Department spreadsheets.
- Replenishing change floats.
- Sending all invoice requests for corporate clients to Accounts Department for processing.
- Assisting Accounts with chasing of bad debts.
- Entering all new PLU items onto the computerised till system.

3. Administration

- Providing administrative support to the General Manager to include typing all correspondence, filing and photocopying.
- Typing all menus and signs.
- Monitoring stock levels of all stationery and replenishing where necessary.
- Opening and dealing with all incoming, outgoing, internal and external post.

4. Other

- Providing assistance to the Barman where necessary and also providing back-up to the front of house and housekeeping staff if required.
- Assisting front of house staff with any events or functions as required.

Skills and Experience

- Ideally with a minimum of two years administration/office experience; preferably in an hotel environment.
- Excellent written and verbal communication skills and ability to deal with everyone, regardless of position, with clarity, humour and patience.
- Good organisational skills and ability to work on own initiative is essential.
- Must be computer literate - ideally familiar with Microsoft Word, Excel and Outlook.
- Must be numerate and attention to detail is essential.
- Must enjoy working as part of a team.

Terms & Conditions

Hourly rate	Dependant on age (plus a share of the discretionary service charge)
Holiday	25 days per annum pro rata, increasing to 28 days after three years service, 29 days after 5 years service and 30 days after ten years service.
Working days	Friday, Saturday and Sunday.
Other	National Trust contributory pension scheme. National Trust Staff Card which entitles free entry for two people at all NT properties and a discount in their shops.