

RECEPTIONIST

HILTON GARDEN INN AND HILTON WINDHOEK

As Receptionist, you will provide reception services for Guests to contribute to an overall exceptional experience from check-in through check-out and complete audits, as required. A Receptionist contributes to the first impressions of our Guests and, therefore, must perform the following tasks to the highest standards:

Responsibilities:

- Achieve positive outcomes from Guest queries in a timely and efficient manner
- Ensure an efficient reception experience for Guests, including check in/out, and complete audit procedures, as required
- Ensure that both the Front Office Manager and Front Office Shift Leader are kept fully aware of any relevant feedback from guests and, or, other departments
- Demonstrate a high level of customer service at all times
- Demonstrate a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities
- Use the correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy
- Comply with hotel security, fire regulations and all health and safety legislation
- Act in accordance with policies and procedures when working with front of house equipment and property management systems
- Follow company brand standards
- Assist other departments, as and when necessary

Skills and Qualifications

- Previous experience in a customer-focused industry
- Completed high school certificate or equivalent
- Positive attitude and good communication skills
- Commitment to delivering a high level of customer service
- Excellent grooming standards
- Ability to work on your own and as part of a team
- Competent level of IT proficiency

CLOSING DATE: 15 MARCH 2024

APPLICATION PROCEDURE:

Suitably qualified applicants should forward their applications clearly indicating the position applied for along with supporting documents to recruitment_hilton@Hiltonwindhoek.com for further information please visit <https://unitedafricagroup.com/na/page/hilton-windhoek/>

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