

Full Time Hotel Receptionist

Location: Reigate Manor, Reigate, Surrey

We are seeking a friendly, professional, and enthusiastic Hotel Receptionist to join our team at Reigate Manor, a 50-bedroom hotel in Reigate, Surrey. As the first point of contact for our guests, you will play a key role in delivering an exceptional experience from the moment they arrive.

What we offer:

- A supportive and welcoming team environment
- Opportunities to develop your hospitality career
- A dynamic and varied role in a vibrant hotel

Key Responsibilities:

- Greet and welcome guests with warmth and professionalism
- Assist guests with enquiries, bookings, and general hotel information
- Efficiently manage check-ins and check-outs, ensuring accuracy and attention to detail
- Handle reservations, phone calls, and email correspondence in a timely and professional manner
- Process cash and card payments, balancing tills at the end of each shift
- Communicate effectively with all hotel departments to ensure smooth operations
- Maintain a clean, organised, and presentable reception area at all times
- Provide local area information, recommendations, and assistance to enhance the guest experience
- Support hotel functions and events, ensuring all charges are accurate
- Manage shift handovers and maintain records of bookings and maintenance feedback
- Ensure a welcoming ambience with light background music, tidy common areas, and attention to guest needs

Guest-Focused Duties Include:

- Checking guests in: confirming details, explaining room locations, assisting with luggage, promoting dining options, and offering additional services such as newspapers
- Checking guests out: collecting feedback, thanking guests, and ensuring a positive departure experience

This role is ideal for someone who is personable, organised, and passionate about hospitality. You will be the face of Reigate Manor, ensuring every guest feels valued, welcomed, and cared for.

Job Types: Full-time, Permanent

Pay: Up to £25,396.00 per year

Language:

- English (required)

Work Location: In person