https://scullionhs.co.uk/job/room-attendant-2-2/

Receptionist

Employment Type
Full-time

Job Location
London

Base Salary
£ 10 - £ 14

Date posted
December 16, 2024

Description

The Receptionist serves as the first point of contact for guests, clients, and visitors, providing a warm and professional welcome. This role includes managing front desk operations, handling inquiries, and ensuring seamless communication within the organization. The ideal candidate is personable, organized, and thrives in a fast-paced environment.

Responsibilities

- **Front Desk Operations:**
  - Greet and welcome visitors and clients with a friendly and professional demeanor.
  - Answer and direct phone calls, take messages, and manage the switchboard.
  - Maintain a clean and organized reception area.
- **Guest and Client Support:**
  - Assist visitors with inquiries and provide information about the organization's services.
  - Handle guest check-ins, registrations, and appointment scheduling.
  - Address complaints or issues promptly and escalate to the appropriate department if needed.
- **Administrative Tasks:**
  - Manage incoming and outgoing mail, courier services, and deliveries.
  - Maintain and update appointment schedules and calendars.
  - Perform data entry, file management, and other clerical duties as assigned.
- **Communication and Coordination:**
  - Act as a liaison between visitors and internal departments.
  - Notify staff of guest arrivals and ensure smooth coordination.
  - Assist with meeting room bookings and preparation as required.
- **Security and Safety:**
  - Monitor visitor logbooks and ensure all guests follow security protocols.
  - Provide directions and emergency information to visitors as necessary.
  - Report any suspicious activity or safety concerns to management.
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Qualifications

- High school diploma or equivalent (required); additional certifications in customer service or office management are a plus.
- Proven experience as a receptionist, front desk representative, or similar role.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and office

equipment (phones, printers, etc.).
- Excellent verbal and written communication skills.
- Strong interpersonal skills with a welcoming and professional attitude.
- Ability to multitask, prioritize, and remain calm under pressure.
- Familiarity with appointment scheduling systems or CRM software is a plus.
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Job Benefits
Benefits:

- Competitive salary.
- On-the-job training.
- Opportunities for career growth within the hospitality industry.
- Staff discounts and perks.