



the home of golf®

Job Title: Seasonal Receptionist

Reports to: Senior Receptionist

Essential Purpose

To provide a quality reception service ensuring customer service levels are delivered and maintained at all times. To undertake specific projects assigned by the manager.

Key Accountabilities

- To project a smart efficient image at all times, and adhere to the Trust's policy on grooming and uniform.
- Deliver quality service standards to customers and ensuring that reasonable requests are met.
- To undertake the ballot following the Trust's policy and procedure.
- To understand the Trust's policy on Health and Safety and to ensure that all duties performed are carried out with full regard to the safety of customers, visitors, contractors and other employees.
- Noting and dealing with any customer comments, complaints, compliments and requests, dealing with them in the first instance if possible, and informing the manager accordingly.
- Answering of telephone calls to the reception department in a professional manner.
- Accurate input of golf reservations (same and next day) and receiving payment.
- Provide customers with accurate information, knowledge of the Links and surrounding area, travel details and any other customer requirements.
- Provide internal departments with accurate information.
- To deal with cash/floats and safe deposits.
- To undertake any other duties required.

Knowledge and experience required

- Experience of working in a reception role (desirable).
- Proficient keyboard skills (essential).
- Competent administrative skills (essential).

Personal qualities

- Excellent interpersonal skills to enable effective liaison with customers and with all levels within the Trust.
- Self motivated and projecting a positive approach to work.
- Good team player.
- Proven initiative – ability to contribute ideas for better working methods.
- Positive attitude to change.