



FELDON VALLEY

Job Description

Job Title: Receptionist

Reporting to: Front of House Manager

Job Purpose: Providing a first-class experience to guests staying at Feldon Valley by being polite and attentive at all times. Leading by example whilst working in line with Feldon Valley's values of professionalism, integrity and team work.

Having the energy, confidence and motivation to work in a front of house role, dealing with guest bookings and enquiries, and being confident enough to take action to address issues, professionally, when needed.

Providing the great memories – your work will have a direct effect on guests experience at Feldon Valley.

Who are We?

Feldon Valley was purchased by businessman, Thariq Ahmad, in 2013. His love of the Cotswolds and of Golf led him to Feldon Valley, a North Cotswolds destination with outstanding views of the glorious Cotswolds; and his passion to constantly improve both the Golf Course and Clubhouse has been undeterred. Thariq's vision has been made possible with the expertise of 360 Golf, a golf management company specialising in the redevelopment of Golf destinations.

In 2017, a multimillion pound redevelopment of the site commenced allowing Feldon Valley to grow as a Cotswold retreat for both socialising and pleasure. The Golf Course continues to deliver excellent results and now, for Spring 2018, Feldon Valley boasts a new Contemporary Cotswolds Clubhouse, restaurant & bar, alongside 5 lodges, under the new management of the General Manager who brings a wealth of experience and expertise in this field. With the investment and loyal, hard-working team hand-picked to join us on this new journey, Feldon Valley will become not just a Cotswolds destination but an unrivalled Cotswolds experience.

The Role & Responsibilities

- To undertake the front of house duties; meeting and greeting guests and assisting with any needs or requirements that arise.
- Responsibility for guests accounts and billing and ensuring accuracy at all times.
- Keeping the reception area clean and tidy at all times.
- Being presentable, polite and respectful to guests. This will be the first contact with guests and there is no second chance to make a good impression.
- Undertaking general office duties including filing, responding to correspondence, answering phones and taking enquiries efficiently.
- Respond efficiently to any booking enquiries that arise – ensuring the best possible first impression.
- Making room bookings accurately using our bookings system and processing all bookings in a timely manner, and with attention to detail. Errors are costly.
- Be fully appraised of room details, prices and offers so you can answer any questions that arise and provide accurate information to guests.
- To liaise with housekeeping, maintenance and F&B to report any issues and resolve situations effectively.
- To undertake any ad-hoc duties that may arise including but not limited to , assisting with the F&B team, housekeeping etc.
- To be comfortable with shift working including weekend work.
- To be energetic and confident in your ability to deal with a busy and demanding environment.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible, and briefing department managers when required.
- Always consider the environment and community with every decision made.

Key skills & Requirements:

- Previous experience in front of house.
- A good standard of spoken and written English is critical.
- An excellent record of high standards.
- A willingness to learn and develop.
- To work on own initiative.
- Ability to problem solve, quickly.
- Not afraid to pick up the telephone.
- Calm and collected when in a busy environment.
- Personal pride and honesty
- Team player – this is essential for Feldon Valley.
- Having a good eye for detail.
- Able to Step-up; having the confidence to do so but also to admit when you need help.
- Passion and Drive – we want our staff to enjoy what they do and make Feldon Valley a great place to work.
- A right to work in the UK.
- Willing to undertake DBS checks if required.

Reward:

We understand that passion and commitment works both ways, and we want our staff to forge a career here at Feldon Valley. Therefore, we reward our staff with:

- Competitive salary
- Staff Uniform
- Career progression
- 28 days holiday (inc BH's)
- Pension Scheme
- Access to childcare vouchers
- Free Hot drinks and fruit for staff in the rest room
- Use of the Golf Course (restrictions apply)
- A day off if your Birthday falls on a working day
- 25% Staff Discount in the restaurant
- Off peak access to the Fitness Room
- Long service awards
- Employee Assistance Scheme
- Bike to work scheme

Signed by Employee: _____

Print Name:

Date:

Signed on behalf of Feldon Valley: _____

Print Name:

Date: