

Receptionist for 5-star luxury serviced apartments – Hospitality experience in hotels or serviced apartments is a must.

Summary: We are looking for a receptionist who is a graduate (ideally in hospitality) and has experience in the hospitality industry working as a senior receptionist. The role will be to act as a receptionist to both the serviced residences (www.theharrington.com) and the on-site Pilates studio (www.pranawellbeing.com)

Type: Full-time role

Location: Gloucester Road, London

Salary: £18K - 22K (Depending on Experience)

Employer: Fin-Ex Property No.4 (UK) Limited – t/a The Harrington Collection

Web: www.theharrington.com; www.pranawellbeing.com

Apply to: hr_receptionist@theharrington.com

US

The Harrington Collection offers an exclusive portfolio of 45 elegant long-stay serviced residences and 40 short-stay serviced apartments in South Kensington. Each property is just moments from Gloucester Road underground station, making it an ideal location for guests when in London.

Our clients are affluent individuals who are used to purchasing luxury products and services. It will be a distinct advantage if you have previous experience working within a 5 star hotel and/or spa. It is essential that you understand how the luxury end of the market differs when it comes to service.

If high standards and giving customers the best possible experience through personalised and friendly service is ingrained in how you do business then we want to hear from you.

YOU

The ideal person will be passionate about customer service, wellbeing, fitness; as well as being fun, friendly, vibrant, energetic & dynamic. Naturally, you will be extremely approachable and professional. You'll be a good team member with a strong ability to engage and empathise with our customers. Excellent command of the English language (written and spoken) is essential in this position.

THE ROLE

As part of the role you will be expected to communicate with other members of the team to ensure all standards are met ensuring attention to detail is maintained at all times. You will be expected to lead the way in providing 5 star service to our guests and helping the reception team in their continued effort to go beyond what our guests expect of us.

Key Requirements:

- Experience and good understanding of using a PMS (we use Guestline)
- Exceptional guest relations skills (experience within the luxury market is a plus)

- 3+ years' experience within the hospitality industry would be a plus.
- 2+ years working as a health club receptionist, preferably using the 'MindBodyOnline' booking system. (Working for a luxury spa/health club will be a distinct advantage)
- A desire to maintain and develop the highest standards of personalised service, ensuring that clients' experience is exceeded at all times.
- Flexibility to multi task and take ownership of day to day operational protocols is essential.
- Advanced (C2)/Native level of English is essential – other applicants will not be considered
- A second language would be preferable (French or German is desirable)
- Experience of check-in/check-out procedures using a PMS or similar system would be useful
- Ability in effectively answering/solving client queries and issues in a timely fashion is essential.
- Understanding the effect of customer feedback and reviews on the business's reputation is desirable.
- Good data entry and IT skills, good working knowledge of Word, Excel & Outlook
- Adaptable, ambitious and able to use high levels of initiative at all times
- Taking pride in your appearance and remaining professional at all times even when not at your post is essential
- Must be educated to a degree level, priority will be given to hospitality graduates
- Great team player, problem solver and quick thinker
- Pride in your work as well as a keen eye for detail in everything you do and all aspects of the business.
- Applicants must be flexible with regard to shifts, have a strong understanding in booking systems and will be calm, organised, professional and well-presented at all times.
- All candidates must be able to show their eligibility to work in the UK and be based in London.

No agents or recruiters please.

No contractors need apply, this is a full-time role only. This role would not suit freelancers and is more for someone who wants to settle into a role and grow within a company over 2-3 years.

1st Interview will be conducted by telephone and telephone references will be followed up prior to appointment.