

THE

# GENERAL TARLETON

F E R R E N S B Y

## Job Description – Receptionist

**Report to:** Restaurant Manager

**Hours:** 45 hours per week, 8am – 5.30pm, working any 5 days Monday – Sunday.

**Salary:** Total Package from £31,500 including Tronc

**Location:** The General Tarleton, Ferrensby, Knaresborough, HG5 0PZ

### *Overview*

We are looking for a dedicated, hardworking individual with a passion for hospitality to join our team at The General Tarleton, Ferrensby; our new pub with fifteen bedrooms. We are looking for someone who will be the first point of contact for our guests, both in person, online and by phone. A person who thrives working with and in a team, with a passion for delivering service excellence and understanding of our values.

This role will work closely with our Restaurant Manager to ensure our customers have the best experience possible when booking and staying with us.

### *The role and responsibilities*

- Manage and respond to any incoming customer emails and calls and act accordingly, following company guidelines
- Ensure that the company's tone of voice and best practices are followed when dealing with customer queries
- Provide a friendly, professional and efficient check in/out process for our resident guests
- Handle customer complaints and concerns
- Create reservations on behalf of guests, as and when required
- Issue gift vouchers as and when required

### *The Person*

- Previous experience in customer service and /or reservations coordination
- Previous experience in using reservations systems
- Impeccable attention-to-detail
- Ability to work independently and as a team
- Excellent verbal and written communication skills
- Ability to multitask

### *The benefits of working with us*

Our people are the most important part of our business, and we provide a fantastic place to grow and develop your skills with good work/life balance. We offer:

- Staff discounts across Jeopardy Hospitality and The Tommy Banks Group
- Career development and internal and external training opportunities
- The opportunity to work in a growing and exciting business that invests in its people
- Freshly cooked staff meals

### *How to apply*

To apply, please send your CV and covering letter to Sam via [careers@jeopardyhospitality.co.uk](mailto:careers@jeopardyhospitality.co.uk)