

## Job Description

**Post:** Receptionist  
**Reports to:** Head of Administration  
**Location:** Woodmansey, Beverley



### Summary

Deliver excellent levels of internal and external guest service
Provide a high-quality experience to our guests
Maintain a clean, hygienic and well-presented environment
Contribute to effective stock and till management to ensure the Reception achieves its revenue & profit.

### Standards & Responsibilities

Always be punctual, reliable and adhere to the highest standards of organisation required by Let Loose!
Take pride in your personal appearance, maintain the high standards of hygiene and be an ambassador for Let Loose!
Be a proactive and committed member of the team and maintaining a positive relationship with team members.
Attend team meetings to ensure you are kept up to date with all site information, events and performance.

### Customers

Ensure that service standards are consistently delivered.
Follow company procedures for the control and sale of alcoholic beverages.
Process guest orders efficiently and effectively, providing service to the highest standards at all times.
Ensure all customers are greeted in a friendly and courteous manner.
Respond to customer feedback quickly and efficiently, and on pass the relevant information on.
Ensure all equipment is checked regularly, and maintained to the highest standard. Feed back to the Head of Administration any relevant issues that may need further attention.

### Management

Effective use of the EPOS system ensuring all products are correctly processed and accounted for, and guests receive correct change.
Monitor reception stock levels and follow procedures for restocking.
Actively promote the sale of products and any forthcoming events in a professional and friendly manner.

Take responsibility for your till, ensuring cash handling procedures are followed and any discrepancies investigated.

Provide a friendly and positive phone call service.

### **Safety**

Ensure you understand your legislative requirements: Safe-Guarding, Card payments, First Aid etc.

Proactively anticipate potential safety hazards and be prepared to undertake any emergency actions necessary.

Be passionate about keeping yourself, other employees, our guests and the site safe at all times. Let your manager know immediately if an accident does occur, or even if one is narrowly avoided to prevent further incidents happening in future.

Be fully aware of all emergency and evacuation procedures and take part in regular training to maintain up to date knowledge of these procedures.

Ensure all log books and checklists are kept up to date in accordance with standard operating procedures.

### **Key behaviours**

A positive people person who is approachable to both guests and other team members.

Highly organised, structured approach to work, able to easily understand procedures and leads by example in following them. High attention to detail and a commitment to excellence.

Flexible and open minded to both creative changes and unexpected operational demands; a positive attitude that enjoys solving problems.

Willing to support any staff member complete any task at any level of the business if there is clear need in the moment.

Champion of the Company values and guidelines.

### **Skills and training**

Basic user of Microsoft Office.

Confident user of Electronic Point of Sales systems.

Previous experience in a Customer Service environment.

I have read and understood my responsibilities as outlined in this job description. I agree to perform to the best of my ability at all times during my employment with Let Loose!

Name of employee:

Signature:

Date: