**Guest Services Team Member**

Job Description & Personal Specification

**Overview**

**Centre:**  Whitemoor Lakes

**Position:** Guest Services Member

**Reporting to:** General Manager

**Hours:** 37.5 hours per week, including evenings and weekends, on rota basis

**Role Type:** Permanent, Full Time

**Overall Purpose:** To be the customer face of Whitemoor Lakes to all that comes through our doors and to ensure the efficient administration and communication of all group requirements, prior to and during each group stay, to all departments across the centre.

**Job Description**

* To contact group organisers prior to arrival to discuss their requirements and ensure all information is captured and recorded using the computerised booking system.
* To coordinate and lead the weekly operations meeting, ensuring each department receives the relevant information and run sheets for each group outlining the requirements for the week ahead.

* To assist with site visits and show arounds to new and existing clients.
* To ensure the reception desk is manned, being always available for groups during their stay when on duty, on rota basis.
* To meet group leaders on arrival and co-ordinate welcome talks, ensuring all groups are relevantly briefed including emergency procedures, security arrangements and site details.
* To ensure the smooth operation of Guests’ programmes whilst resident at the centre by liaising with kitchen, hospitality, activities, finance and maintenance teams.
* To ensure each group using the centre has their group file signed off, numbers agreed, evaluation form collected and to discuss any relevant items and opportunities for re-booking.

* To sign in visitors to the centre, ensuring all visitors have a visiting badge.
* To sign in contractors to the centre, ensuring they have the relevant paperwork, including site permits and are on the approved contractors list and have a visitor’s badge.
* To manage the on-site gift shop, including order of stock, shop rotas and assisting in opening and serving within the shop when applicable.
* To issue sports equipment and other resources to groups, collecting deposits and maintaining records.
* To act as initial point for telephone contact when admin office is closed.
* To respond and give first aid when required.
* To assist in taking banking of cash / cheques to our local bank branch.
* To assist in undertaking external site visits to promote the centre, including school parents’ evenings.

* To assist in maintaining a high standard of cleanliness and facilities in the reception area at all times.
* To assist in covering the Centre Administrators role (banking, etc) in the event of holidays / sickness.
* To undertake other duties as requested by the General Manager / Head of Centre.

**This job description dates from November 2019 and may be subject to review at any time as deemed necessary.**

**Personal Specification**

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| **Attributes** | **Essential** | **Desirable** |
| **Skills** | * Computer literate, including the use of MS office, Word and Excel * Outlook mailbox * Customer focused * People person * Excellent verbal and written communication skills. * Good telephone manner. | * Experience with a hotel booking / system, ideally Venue 360. * Experience of Filing systems |
| **Experience** | * Previous experience of working in a customer-oriented role. * Previous customer service, including handling customer complaints. * Handling money | * Previous experience of working in a Residential / Outdoor centre / Hotel environment. * Working with children |
| **Education/**  **Qualifications** | * GCSE C or higher in Mathematics * GCSE C or higher in English * First aid certificate (or willingness to attend course) | * Relevant NVQ qualification or equivalent. |
| **Other** | * Flexibility, can do attitude * Pro active * Multitasker * A committee team player | * Ordering stock * Stock rotation * Process flow * PDQ Card payments |

**This person specification dates from November 2019 and may be subject to review at any time as deemed necessary.**