

# CRERAR

— H O T E L S —

HOTELS WITH HEART & SOUL

## **Scotland's Hotel & Leisure Club, Pitlochry**

Scotland's Hotel & Leisure Club benefits from elevated views of Pitlochry and alpine-like countryside and is quietly tucked away from the bustle of the town's main road. The hotel has 72 guestrooms, a leisure club with two treatment rooms, Faskally Restaurant and MACNABS Bar & Grill.

We employ individuals who apply the same amount of care and passion to their jobs as they do their hobbies - people who put our guests at the heart of everything they do. We're looking for someone like this to join our friendly and professional team.

### **Full Time Receptionist**

#### **The ideal candidate must have the following attributes:**

- Confidence, excellent communication skills and a friendly/caring personality
- Effective at multitasking in a fast paced environment and always maintaining a calm approach
- Forward thinker with ability to identify customer needs in a proactive manner
- Passion for delivering high levels of customer satisfaction
- Excellent command of the English language, both written and spoken
- Health and safety awareness
- Experience in a similar reception environment is preferable but not essential as full training will be given

#### **Duties will involve:**

- Performing front desk check in and out procedures
- Processing daily transactions and accounts accurately and efficiently
- Liaising with all departments to ensure guestrooms are properly prepared for arrivals
- Promptly dealing with all guest messages and requests
- Booking, updating, amending and filing all reservations accurately and in a timely manner

#### **In return we offer:**

- Use of the leisure club
- By joining the Crerar Hotels team you'll automatically be eligible to receive our Fair Fund. Our Fair Fund has been created to reward staff and encourage personal development. Each time a guest or customer decides to pay an optional service charge for great customer service, all staff members will benefit on an equal basis.

**Crerar Hotels values:** Crerar Hotels Group is one of Scotland's leading privately owned hotel companies. Crerar Hotels work hard on talent development and always look to progress individuals through internal promotion. This role represents a fantastic opportunity for a dynamic individual to join a dynamic company.

If you believe you are the right person for this position, please send your CV with a covering letter to Brian Angus, General Manager c/o Michelle Robertson at [micheller@crerarhotels.com](mailto:micheller@crerarhotels.com).