



Isle of Mull Hotel & Spa

The Crerar Isle of Mull Hotel and Spa is situated on Craignure Bay on the beautiful Isle of Mull. With 82 bedrooms and a spa and leisure area, the hotel is the largest on the island and caters for individuals, groups and tours. Priding itself on mainly Scottish Produce and with a wealth of local produce we provide a wide menu catering for all tastes. Busy during the main season the hotel is open all year.

Head Receptionist

A rare opportunity has arisen for the right candidate to join us as a full time Head Receptionist at our busy hotel. The successful candidate will be required to work to the highest standards to achieve and deliver excellent customer service to our guests. The ideal candidate is both organised and motivated, with the ability to work without supervision as well as part of the team. This is a demanding role and we are looking for someone who has a pleasant, friendly and professional manner, someone with an eye for detail who takes pride in his or her work.

Candidate Attributes:

- Previous experience in a hotel reception environment, although training will be given in Crerar systems and SOP's
- Clear and confident telephone manner
- Confident in using hotel reservation systems
- Competent in using computers, word, excel, e-mails etc
- Ability to prioritise duties and multitask
- Ability to remain calm, patient and polite at all times
- Possess a confident personality with excellent communication skills
- Must have a positive attitude within this fast paced environment
- Excellent communication skills with a good standard of spoken and written English

Candidate Responsibilities:

- Meet and greet guests, perform check-in and check-outs in a friendly manner, both in person and on the phone
- Processing daily monetary transactions and accounts accurately and efficiently, prepare bills and take payments
- Promptly action all guest messages and requests as well as handling feedback or complaints up to the level of authority
- Use 5 star booking system to create, update and amend guest reservations. Processing advance deposits and payments as required
- Maximise all opportunities to upsell the facilities within the hotel, including spa and leisure

- Complete end of shift cash ups and reconciliation procedures and ensure handover of shifts is in-line with company policy
- Familiarise yourself with the day's business arrivals, departures, functions, VIPs, special requests etc
- Daily web and third party site checks
- Daily health & safety updates
- Build up a wealth of local knowledge in order to assist customers
- Ensure the smooth running of the reception desk at all times including keeping clean and tidy

Relevant Qualifications: Relevant industry recognised qualifications in food preparation and food hygiene.

In return we offer:

- Live in accommodation including all meals*
- Entry to our employee Fair Fund
- Part of a tight knit team
- Discounted rates across the Crerar Hotel Group
- Use of the hotel's leisure facilities
- Staff Uniform

*Deduction for accommodation

Competitive salary: Dependent upon experience.

Crerar Hotel's values: Crerar Hotel 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.

By joining the Crerar Hotels team you'll also 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.

If this sounds like your dream job, we would love to hear from you!

Please send your CV and cover letter outlining your experience and suitability for the role to ops.isleofmull@crerarhotels.com.

Thank you for your interest in Crerar Hotels. Should we wish to progress with your application, we will aim to respond within 14 days. If you do not hear from us, thank you in advance for the opportunity to consider your application. **No agencies at this stage please.**