



## **Oban Bay Hotel, Oban**

The Oban Bay Hotel is located along the Corran Esplanade in Oban, looking out to splendid views of the Sound of Kerrera. The hotel enjoys a reputation for a warm welcome and a high quality of food and service. As well as 79 comfortable guest bedrooms, facilities at the hotel include pamper treatments in our treatment room plus a relaxation room and an outdoor hot tub. The Rannach Restaurant, sun lounge and bar offer our guests a relaxing environment to enjoy good food and drink, served by friendly staff who are dedicated to ensuring our guests' needs are met to their expectations.

### **Receptionist**

The opportunity has arisen for the right candidate to join our front of house team as a receptionist in a hands-on customer facing role, providing our guests with exceptional customer service while acting as the first line of contact and the friendly face of the hotel.

#### **Essential attributes:**

- Experiencing working in the hospitality
- Well presented and articulate, with excellent communication skills
- Fantastic phone manner and a passion for customer service
- Enthusiastic with a 'can do' attitude
- Demonstrate full commitment to the role
- Basic knowledge of health and safety regulations

#### **Candidate responsibilities:**

- Deliver high quality service to all guests, visitors and staff
- Complete check-in/out functions for guests in a timely and polite manner
- Answering the telephone and handling all customer requests and queries
- Deal with all enquiries and requests in a polite and timely manner
- Learn all relevant knowledge to enable maximum 'up sell' of the hotels facilities and services
- Take and enter reservations on to '5 Star'
- Retain a full knowledge of all hotel facilities and take every opportunity to up-sell

#### **Relevant Qualifications:**

- City & Guilds in Reception or other qualification/ Q.B.E.

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

- Pension scheme
- Meals provided for you while on duty
- Entry to our employee Fair Fund
- Preferential staff rates across the Crerar Hotels Group
- Staff uniform provided

Rate of pay: Negotiable based on experience

**Crerar Hotels 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 suitability for the role for the attention of David McGhie, care of Michelle Robertson at [micheller@crerarhotels.com](mailto:micheller@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.**