

CREERAR

— H O T E L S —

HOTELS WITH HEART & SOUL

Loch Fyne Hotel & Spa, Inveraray

Loch Fyne Hotel & Spa, Inveraray, in Argyll and Bute, is a four star AA awarded hotel. The hotel has been awarded the top hotel choice on TripAdvisor for the past six years running, and has recently been presented a 2016 Certificate of Excellence. The hotel's Clansman Restaurant accommodates 150 guests, in which we operate a six-course taster menu as well as à la carte – with a big emphasis on fresh, local produce.

Full Time 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
- Outgoing and friendly personality
- The ability to multitask and follow procedures

Candidate responsibilities:

- Deliver high quality service to all guests, visitors and staff
- Complete check-in/out functions for guests in a timely and polite fashion
- 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
- Daily banking

- Other tasks as required by management to meet the needs of our guests

In return we offer:

- £7.50 per hour
- Entry to our employee Fair Fund
- Preferential staff rates across the Crerar Hotels Group
- Staff uniform provided
- Pension scheme
- Live-in accommodation is available

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 Marc Gardner, Loch Fyne Hotel & Spa General Manager, care of Michelle Robertson at 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.**