

**C R E R A R**  
— H O T E L S —  
HOTELS WITH HEART & SOUL

**Deeside Inn, Ballater**

Deeside Inn is an authentic Highland Inn situated in the picturesque village of Ballater in the heart of Royal Deeside - a few miles away from Balmoral Castle (the Queen's summer home). Only one hour's drive from Aberdeen, this part of the Cairngorms is world famous for its stunning scenery and offers some of the best walking, climbing, mountain biking, river fishing and wildlife watching in Scotland. The inn itself is welcoming and cosy with open log fires, comfy tweed furnishings and well appointed bedrooms. Our lively Ceilidh bar hosts fantastic traditional music sessions and is stocked with over 40 Scottish single malts. We take great pride in the quality of our food and delivering real 'Heart & Soul' hospitality.

**Full Time Receptionist**

The opportunity has arisen for the right candidate to join our front of house team as a full time 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 inn. The role will assist an existing reception team of three and will include a combination of early and late shifts. We really care about our guests so the most important responsibility is to provide excellent customer service.

**Candidate responsibilities:**

- Deliver high quality service to all guests, visitors and staff and going that extra mile at all times.
- 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
- Cash handling

**The ideal candidate will possess the following attributes:**

- Excellent customer service skills
- Positive attitude
- Hardworking and reliable
- Honest
- Organised
- Good attention to detail
- Strong administrative skills
- Team player

**Relevant Qualifications:** Training will be provided - skills and attitude are more important than qualifications

**In return we offer:**

- Becoming part of a great team
- Live in available
- Entry to our employee Fair Fund
- Competitive salary: Dependent upon experience

**Crerar Hotel's values:** Crerar Hotel Group is one of Scotland's leading 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 then we'd love to hear from you!**

Apply by email to the General Manager Joanna Whysall, [gm.deeside@crerarhotels.com](mailto:gm.deeside@crerarhotels.com) with your CV and covering letter.

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. Previous applicants need not apply. **No agencies at this stage please.**