

CREAR

— H O T E L S —

HOTELS WITH HEART & SOUL

Oban Bay Hotel, Oban – Senior Receptionist

Oban Bay Hotel is set on the picturesque Corran Esplanade in Oban, with views of Mull, Kerrera and the Firth of Lorne. The hotel enjoys a reputation for having a warm welcome and high quality food and service. As well as its 79 comfortable guestrooms, hotel amenities include an outdoor hot tub, sauna, steam room and a beauty treatment room. The Rannachan Restaurant, sun lounge and bar offer guests a relaxing environment to enjoy good food and drinks, served by friendly staff who are dedicated to ensuring our guests' needs are met to their expectations.

Candidate Attributes:

- Have good basic common sense and a mature attitude to work
- Flexible to work on various days of the week
- Happy to work alone and as part of a team
- Willing to learn new skills and develop your knowledge
- Positive attitude, with a 'can do' outlook in relation to duties
- Excellent personal grooming and presentation standards and be reliable

Candidate Responsibilities:

- Accountability for the Reception Team
- Deliver high quality service to our guests, visitors and staff
- Complete the check-in/-out function of our guests efficiently with a polite manner
- Answer the telephone, being courteous, professionally minded and efficient
- Take reservations and enter onto "5 Star", be it via email, phone or other method
- Deal with guest enquiries and requests in a timely manner, referring details to other members of staff and management, should you be unable to assist guests yourself
- Be fully knowledgeable of all of the hotel's facilities and know how to 'up sell'

Candidate Qualifications/Experience:

- City & Guilds in Reception or other relevant qualification or Q.B.E
- Experience working in a supervisory role in a hotel or similar environment

What We Can Offer You:

- Competitive salary
- Entry in to our employee Fair Fund
- Meals on duty
- Pension scheme

- Staff discounts across our sister hotels

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.

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

Please send your resume and brief covering letter outlining your experience and skills to David McGhie, General Manager at gm.obanbay@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.**