

We are looking for bright, engaged individuals to join our dynamic and friendly team.

Supercity Aparthotels are...

... a family-owned brand of boutique aparthotels with properties in London, Manchester and soon to be Brighton. We offer all the advantages of an apartment with many of the benefits of a hotel, all with our signature touch of style, charm and sophistication.

Since 2009 we have led the way in superior and stylish serviced apartment hotels; we're all about providing a luxurious, private and relaxed environment with a "professionally informal" service – mainly for business travellers and extended stay guests.

We're a growing business looking for hospitality superstars to join the Supercity family – we're looking for fun, passionate and ambitious people with an interest or previous knowledge of the industry. We love what we do; we're passionate about it, so joining Supercity Aparthotels means becoming part of a collaborative way of working where everyone's thoughts and ideas are encouraged and celebrated.

What's in it for you?

- *Be a part of a family-run business with the opportunity to influence how we do things*
- *Join a growing business with plenty of opportunities to develop yourself (and others)*
- *Benefits including employee and friends and family rates*
- *Team building and away days*
- *A strong team structure; creating a supportive and friendly work environment*
- *Learn from the best through a structured induction and in depth training*

We're looking for...

... a dedicated Front of House Receptionist to join the team at our London Aparthotels. We're looking for someone who will take responsibility for managing the guest experience; developing relationships with our regular guests and understanding their individual needs, as well as delivering all the nightly duties of the FoH Department to a very high standard to support the smooth running of the Aparthotel.

Key responsibilities

- Be the first point of contact for all guests, delivering very high standard of customer service to support our hard earned reputation.
- Check-in / out guests offering genuine bespoke hospitality at all times
- Responding to guests needs in a polite, accommodating and flexible manner
- Communicate updates and/or changes to guest as they arise
- Manage and resolve guests complaints
- Perform reception tasks and coordinate the operations for the site to ensure uninterrupted service to guests and to maintain high standards at all times
- Contribute to the overall success of the aparthotel by identifying potential key corporate clients, and influencing the conversion of enquiries
- Taking reservations and coordinating with the Sales & Reservations Agents to

maximise yield.

- Pre-arrival suite checks in order to maintain high standards at all times.
- Inputting and managing Opera PMS to maximise occupancy, as well utilising the system to support the Housekeeping and Maintenance teams.
- Preparing paperwork for arrivals and departures.
- Coordinating with maintenance and housekeeping in relation to arrival, departures, special requests and any issues that need attention.
- Processing payments in a timely manner and following up on any outstanding payments for long stay guests.
- Responsible for the on-site petty cash including monthly reporting for accounts.
- End of day PMS functions including cash and credit card balancing and batch reports.
- Billing guests for extras (telephone, laundry etc.)
- Suite and building spot checks to assess standards and report any areas of concern.
- Complying with health and safety procedures at all times.
- Coordinate with nominated sub-contractors for any emergencies or call-outs.

Requirements

- GCSE English Language or equivalent.
- Genuine interest in the serviced apartment / hotel industry.
- Outgoing and confident with a sense of professionalism at all times.
- Able to work in a fast-paced and customer service driven environment.
- Meticulous attention to detail.
- Knowledge of OPERA software.
- Knowledge of MS Word.
- Excellent interpersonal skills.
- Strong organisational skills with the ability to prioritise workload.
- Ability to work unsupervised and as part of a team.

Package

- Salary: £22,338 p.a.
- Shift pattern: 4 days on, 4 days off, 12 hour shifts (incl. 1.5hr paid breaks).
- Holiday entitlement: 20 shifts p.a.
- Pension
- Bonus Potential: 10% of Salary based on KPI's and financial performance.

This job description is intended to illustrate the key responsibilities of the job of Guest Services Team Member. It is not intended to be exhaustive and you are advised that the responsibilities may change from time to time.