

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 brand-new Brighton Aparthotel. 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 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 a very high standard of customer service to support our hard-earned reputation.
- Check-in / out guests offering genuine bespoke hospitality.
- Coordinating with maintenance and housekeeping in relation to arrival, departures, special requests and any issues that need attention.
- Taking reservations and coordinating with the Sales & Reservations Agents to maximise yield.
- Contribute to the overall success of the aparthotel by identifying potential key corporate clients and influencing the conversion of enquiries.
- 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 / credit card balancing and batch reports.
- Manage and resolve minor guest complaints.
- Carry out building walks to assess standards and report any areas of concern.
- Comply with all statutory requirements / internal policies and procedures, including those relating to Health and Safety, Data Protection etc.

Requirements

- GCSE English Language or equivalent
- Experience working night shifts
- 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 telephone manner
- Excellent interpersonal skills
- Strong organisational skills with the ability to prioritise workload
- Ability to work unsupervised and as part of a team

Package

- Salary: Competitive.
- Shift pattern: 4 nights on, 4 nights 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 Front of House Receptionist. It is not intended to be exhaustive and you are advised that the responsibilities may change from time to time.