



FRONT OFFICE RECEPTIONIST

Jonah's is one of Australia's most prestigious and award winning property's boasting luxury accommodation, five star food and beverage and function facilities.

Jonah's is currently seeking applications from experienced, friendly, positive and outgoing candidates for the position of Front Office Receptionist.

The successful person will have previous experience in a similar role within a hotel/resort environment and will become an integral part of the Front Office team, representing the face of this Boutique Hotel. Customer service is the number one priority and you must be dedicated to ensuring our guests feel welcome and have the best possible experience during their stay.

Due to the nature of the business, the working hours are based on a 7 day rotating roster and you must be available to work weekends, public holidays and a combination of early and late shifts (opening hours generally between 7am and 10pm (please do not apply if not available)).

The Front Office role is a hands-on role and tasks include, but are not limited to the following:

- Taking reservations via face to face, phone, email and internet and operating the booking system
- Guest check in /check out
- Shift balance, cash and credit handling
- Handling guest enquires and providing information about the resort and local area
- Operate the switchboard handling both internal and external phone calls
- General Front Office Reception and administrative duties

To be successful in this role you will require:

- Outstanding customer service skills
- Excellent phone manner
- High level attention to detail
- Excellent grooming and presentation skills
- Proven ability to work well under pressure, use diplomacy and remain calm in difficult circumstances.
- Great time management skills and the ability to multi task
- Experience using Computerised Reservations Systems
- Computer literacy with Microsoft Excel and Word
- Current Valid NSW Drivers Licence

The applicant needs to be able to work in a small team environment.

To apply please forward your resume to fom@jonahs.com.au