

Job Description - Receptionists

Job Summary

The Get Into Employment programme is a 6 weeks training opportunity for young people between the ages of 18-35 to build the relevant employability skills required to help them secure permanent job placements.

We are currently looking to recruit enthusiastic and driven Hotel Receptionists across a number of hotels in Kumasi. We are looking for young people who are passionate and excited about great customer service, who have a friendly and welcoming manner, and good organisation skills.

This role is critical to ensuring the guests' enjoyment of their hotel stay experience! As part of a busy reception team, you will be the public face of these hotels.

Responsibilities and duties *(Training will be given in all these areas)*

As a hotel receptionist, you will undertake a range of activities in a typical working day including:

- Welcoming guests and making them feel comfortable.
- Checking bookings and allocating guests their rooms
- Completing administrative tasks such as filing and photocopying
- Responding to guests' requests for help and information
- Assist in providing services, such as arranging taxis and providing information about local amenities and attractions.
- Preparing room bills and ensuring prompt payments.
- Checking guests out, taking payments, and returning deposits

Qualifications

At least WASSCE certificate

Required skills and personal qualities.

You do not need any previous experience in this role but must have the following skills and personal qualities.

- Good spoken and written English
- Polite, welcoming, and professional manner
- Confident, with strong communication skills
- Calm, efficient, and able to work under pressure.
- A team player
- Basic IT skills and knowledge

Working hours

- Full-time, Permanent
- 40 hours per week over 5 days a week
- 8-hour shifts - working a mix of early and late shifts with weekend working a key part of the job.
- Typical shifts would be either 6.45am to 3.15pm and 2.45pm to 11.15pm

Locations

Persons living in communities around:

- KNUST to Ejisu areas
- Patasi, Ahodwo, Daban areas
- Kwadaso, Asuyeboah, Abuakwa areas