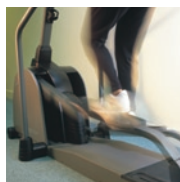




the manor house

godalming • surrey



Receptionist



The Manor House is an independently owned conference / training centre and hotel situated near Guildford in Surrey. We have 31 bedrooms, 11 meeting rooms, restaurant, bar and gym. It's a busy, thriving business that counts many well-known companies amongst its customers. For the last three years we have been winners in various categories of the Tourism South East's Business Excellence awards.

Our philosophy is to put the customer at the heart of all we do and working together, to create a warm, hospitable and genuinely friendly place in which to do business. We are especially proud of the food we produce, working with fresh, seasonal and local ingredients to produce food that gets our guests talking.

We are looking for a bright, enthusiastic and confident individual. Ideally, you will have worked in a similar position before or this could be your first job in a hotel. However you must have experience in a commercial environment, as well as excellent administrative skills.

About the job – your responsibilities:

- Checking the guests in and out.
- Checking meeting rooms are set up correctly at the start of the day.
- Preparing coffee stations at the start of the day.
- First point of contact for trainers / facilitators and checking the day's information with them.
- Passing on amendments to other departments and Managers.
- First point of contact for guests – signing in, directing them to the meeting room etc.
- Guest liaison eg booking taxis and restaurants and doing photocopying.
- Answering the telephone and re-directing calls as appropriate.
- Taking messages and receiving faxes and passing them to the recipients.
- Bedroom reservations.
- Guest and conference billing and invoicing.
- Completing petty cash returns.
- Completion of a daily computer back up.
- Assisting with bar work, food service and coffee service.

Excellent administrative skills in a commercial environment is essential, as well as having excellent customer service and organisational skills.

The hours of work are 42.5 per week covering 5 out of 7 days, including evening and weekends. In return we offer an above average salary, 22 days holiday rising to 25 days.

You must be eligible to live and work in the UK and have excellent spoken and written English.

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To apply

Please email your cv to Sylwia Boniek, Front of House Manager on SylwiaB@themanor.co.uk

Alternatively, download an application form and return to:

Sylwia Boniek
Front of House Manager
The Manor House
Huxley Close
Godalming, Surrey
GU7 2AS