

Recruitment Person Specification

The aim of this form is to record the criteria applicants need to meet to qualify for appointment to the vacant post. It must be completed before the recruitment process begins and must reflect the job description for the post.

	Essential	Desirable
Qualifications/Training	1. Typing and computer literacy essential.	6. Knowledge of Opera PMS system.
Experience	2. Good Interpersonal skills. Highly developed tact and diplomacy Ability to work as part of a team Previous receptionist experience in a hotel or similar environment Cash Handling Experience	Four or Five Star Hotel Background
Skills/Knowledge	3. Excellent written Communication skills/ Attention to detail Excellent telephone skills	8. Awareness of data protection act Local knowledge Selling skills & Experience in up-selling
Additional job requirements Eg. car driver, unsocial hours	4. Full clean UK driving licence	9. Ability to demonstrate flexibility in relation to working patterns.
Any other additional information	5. Able to work under pressure	10.

Golden Jubilee Conference Hotel - JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Front Office Host

Department(s): Front Office (Hotel)

Job Holder Reference:

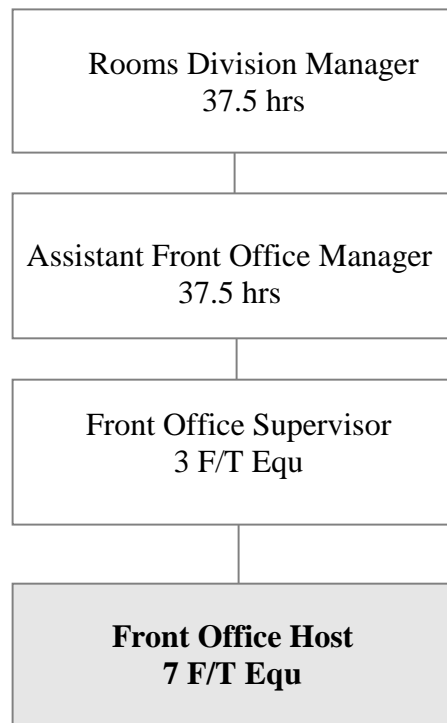
No of Job Holders:

2. JOB PURPOSE

To greet and provide a warm welcome to anybody entering the main site of the Golden Jubilee Conference Hotel as well as the Golden Jubilee National Hospital to ensure that the standards of service and product meet the guests expectations at all times. Provide information regarding the hotels facilities and surrounding areas and provide transportation services when required.

Deal promptly and efficiently with all guest enquiries and assists with any requirements the guest may have. To ensure the smooth running of the hotel reception area and other assigned areas with consideration to the company standards, health & safety regulations, correct procedures and credit & cash handling guidelines.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- Provides switchboard and reception service to nine departments within the hotel
- Provides switchboard and reception services to 156 guest bedrooms and 10 on call hospital sleep rooms – this is approximately 35,000 guests per year
- Provides switchboard, concierge and reception duties to approximately 520 conferences per year
- Responsible for 3 cash floats to the value of £1,150 and the storage of departmental floats valuing £170
- Responsible for up to £4,500 worth of gift vouchers
- Responsible for the daily takings from all outlets, departing guests, advanced deposits and functions accounts of an average daily amount of £3,000 made up of cash, cheques and credit card payments
- Work on their own initiative when working unsupervised
- Provide an extensive information on services available to all hotel guest, staff and visitors to the establishment
- Complete tasks associated to other departments such as housekeeping, conference, leisure and food and beverage (e.g. conference set up, meet & greet, bar and food service and preparation and housekeeping services).
- To check and monitor the company vehicle and action accordingly
- Ensure that the immediate department and in the afterhours the building is safe and secure ensuring that windows are closed, equipment switched off and doors locked.

5. MAIN DUTIES/RESPONSIBILITIES

Reception

- To provide a comprehensive reception service ensuring excellent customer service is given to guests, patients, visitors and staff alike
- To be aware and have advanced information in relation to expected visitors and to direct them to their destination
- To assist with guest queries and action accordingly and communicate guidance on procedures, locations and use of in room equipment
- To be fully aware of the hotels facilities, tariff and selling policy and promote the hotel and services to encourage additional sales
- To regularly keep other departments informed of unexpected events at reception i.e. early departures
- Have a knowledge of staff and departments within the organisation
- Communicate and build relationships on a daily basis with GJCH and GJNH colleagues
- Issue Keys and floats for departments each day
- Ensure an effective handover between shifts ensuring all receptionist and managers are aware of events from shift
- Attend daily meetings to keep up to date with events in the hotel and keep other departments up to date of events in reception
- Ensure all filing is done daily, weekly and monthly to ensure reception is kept tidy, organised and presentable at all times
- To accept such duties that will ensure the efficient operation of the Front Office, which may include taking room reservations and training staff
- Check guests in and out of the hotel ensuring that the credit and cash handling

- guidelines are adhered to
- Generate in-house reports for food teams ready for service

Guest Services

- Provide transportation services when required
- To transport lost property and make pickups to any other destinations as required
- To maintain the hotel vehicle and transport diary
- To provide a show round of public areas and bedrooms to prospective clients
- To ensure all guests are offered a full portage service on arrival and departure including groups, tours and conference when requested
- Escort guests to rooms and public areas this may include patients to and from the hospital in wheelchairs
- To deliver all guests and internal mail, newspapers, faxes and messages as required
- To administrate the valuable lost property for the hotel and post out returning property
- To issue safety deposit boxes
- To keep the luggage, store organised and tidy, storing and labelling guest luggage clearly
- Organise activities, day trips, hire cars, taxi's and all other guest requests always selling hotel facilities first
- To keep all brochures relevant, up to date and in constant supply
- To keep guest information screens and boards up to date
- Ensure all outgoing mail is collected, franked, bagged and taken to the collections point
- To maintain the outside flags and assist in clearing the outside entrance area
- To be responsible for the up keep and setting out of the red carpet for weddings

Switchboard

- To provide a comprehensive switchboard service ensuring that internal and external calls are dealt with quickly and efficiently, prioritising where appropriate
- Process radio-handset systems
- To efficiently take messages for in house guests and arrange delivery
- To efficiently take messages for all other hotel departments with out of hours enquiries

Reservation & Reporting

- Prepare for daily arrivals and ensure guests are registered in accordance with check in procedures and standards and the hotels credit policy
- Prepare for the next day's arrivals ensuring all special requests and requirements are met
- Ensure all discrepancy are action accordingly
- Create reservations either directly from telephone enquiries or latterly using written instruction from email bookings and enquiries
- Make decisions on individual room enquires and short term group enquiries based on price guidelines and availability
- Name guests booked onto group and event space held
- Collate daily, weekly and monthly figures for circulation to hotel staff (e.g. breakfast numbers, guest room numbers, occupancy figures and achieved financial information)
- Compile standard reports such as non arrival reports and financial tracking reports

Night Operations

- To provide an out of hours bar and room service facility enduring excellent customer

service is given and company credit policy is adhered to

- Receive orders for, cook, prepare and deliver any after hour food and beverage orders
- To prepare any early breakfast ready for room service
- Provide housekeeping services such as cleaning, extra bed set up and deliver additional guest supplies
- Provide support for conference setup

Accounts, Billing & Audit

- Responsible for all floats while on shift ensuring that there is plenty of change for the business of the day
- Prepare for morning departures ensuring all accounts are settled according to payment instructions, in conjunction with the Hotel's Credit Policy
- Post and Balance payments from all of the outlets throughout the property
- Audit charges posted onto accounts for accuracy and clear any permanent folio daily
- Accept and process all out of hours functions deposits for weddings, Christmas etc.
- Monitor and charge all group, function and conference accounts as per the function sheets. Check for accuracy and pass for approval prior to invoicing the client.
- To sell gift vouchers
- To process foreign currency
- Balance individual shift audit with banking reports (checking accuracy of theirs and others), reconciling cash and credit payments with a high level of accuracy ensuring that all floats remain the same
- PDQ reconciliation for their own shift and for the full team on a daily basis
- Perform end of day functions for the front office system and the food ordering system
- Credit check for in house guests
- Check accuracy of stayed guests against claims from third party commission claimants

Health, Safety & Security

- To compile with the Health and Safety policy on the front Desk printing regular contingency, in-house guest lists and disabled guests list throughout the day
- Reception is responsible for calling the emergency services. 999 cannot be dialled from any other extension
- To answer the emergency telephone or the fire panel and act accordingly
- To act calmly in an emergency situation ensuring that all task sheets, yellow jackets, role calls and lists are distributed during a fire evacuation
- Carry out floor walks and ensure that all exits, windows and store areas are locked when appropriate whilst ensuring equipment and lights are switched off
- Ensure that the intruder alarm is activated after hours

6. SYSTEMS AND EQUIPMENT

- Opera Front Office System & Squirrel Food ordering system
- Internet and email Systems and Microsoft Applications
- Wireless Internet Connections
- Printers, copiers, scanners and fax machine
- Hotel Switchboard, Radio Handsets and mobile phones

- Credit Card payment Terminal
- TjL Machine for bedroom key cutting
- Luggage trolley's
- Emergency Fire Panel and guest information PCs
- Courtesy Vehicle
- Franking Machine for postal services
- Wheelchairs
- Vacuum
- 3rd party booking services and hotel booking pages
- Drink Preparation & Service tools including Beer pumps, Bottle openers and Chillers
- Food preparation equipment including fryers, ovens and microwaves

7. DECISIONS AND JUDGEMENTS

- Required to make decisions regarding room rates and quotes for the hotel
- Deal with complaints and action customer feedback
- To make judgements about guests that query their bills and room rates
- Emergency decisions – contacting duty manager, dialling emergency services, local or national medical assistance
- They need to be able to work using initiative at times especially when dealing with unusual situations that might arise out of hours
- They need to demonstrate a high degree of discretion
- They need to be able to prioritise their workload on a daily basis
- Scheduling pickups during busy times
- Need to be aware and action any external security risks
- To review the function sheets and organise any additional requirements i.e. blocked areas of parking, additional luggage store or requirement for the red carpet
- To make a decision on accepting bookings from guests who are in an inebriated state or are unable to provide adequate financial guarantee for their room

8. COMMUNICATIONS AND RELATIONSHIPS

- To maintain excellent communication skills in all dealings with guests, patients, visitors and customers of the GJCH and Golden Jubilee National Hospital – This can involve foreign, angry, upset and hostile guests and from time to time can include inebriated and angry guests.
- Ensure that the guest facilities, locations and service options are explained to in-house guests for information and for prospective guests while providing recommendations to convert interest into a sale
- To maintain excellent communication skills with all hotel and hospital departments particularly hotel housekeeping, hotel accounts and hospital patient booking office

- To attend all departmental meetings, departmental hand over's and when required the daily hotel meetings
- To be aware of the function sheets on a daily basis
- To be efficient in the email updates – to action emails received and send amendments when required ensuring that they are in line with company guidelines
- To assist in the emergency procedures – giving verbal direct to guests.
- To be aware, with our hospital guests that they may have received emotional news and respond accordingly

9. PHYSICAL DEMANDS OF THE JOB

- Required to stand constantly for up to 6 hours during a 7.5 hour shift
- All staff are trained in moving and handling skills as carrying luggage and moving large amounts of change is sometimes required – weights can range between 5-25kg
- Speed and accuracy is required for a switchboard operation of 70-100 calls per shift
- To ensure a high standard of personnel appearance and stature at all times
- Driving with confidence and attention sometimes at short notice or for lengths of time.
- Working in solitary at times when either working on the front desk or assisting in food and beverage service or housekeeping functions

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- The pressure of a very busy desk is constant never ending and can be mentally exhausting
- Dealing with the majority of every initial guest complaint
- Dealing with continuous interruptions throughout the shift i.e. telephone, guests and radio handsets
- Being able to multi task at a moment's notice
- Re acting to an emergency situation
- Communicating with visitors for whom English is not their first language
- The variety and different aspects of the role
- Dealing with anxious or hostile guests

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Ability to operate a telephone switchboard efficiently
- Excellent communication skills with an emphasis on customer care, including an excellent telephone manner
- 1 year Previous experience within a hotel reception or equivalent
- Computer literacy, proficient using the internet and email systems with working knowledge of office systems e.g. Microsoft & Excel
- A working knowledge of the Data Protection Act
- The ability to work as part of a team and also by yourself
- To be organised with a level of literal and numerical accuracy
- Demonstrate a high level of discretion and confidentiality
- Demonstrate a high level of flexibility with regard to work schedules
- Highly developed interpersonal skills

- Highly developed tact and diplomacy
- Ability to deal calmly with an emergency situation
- Clean driving Licence with 12 month driving experience
- Local knowledge of Glasgow and the surrounding areas
- Bar & Food Service and preparation would be an advantage

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date:

Delivering care through collaboration

NHS Golden Jubilee

Beardmore Street, Clydebank G81 4HX

Telephone: 0141 951 5000

www.nhsgoldenjubilee.co.uk



Chair: Susan Douglas-Scott CBE

Chief Executive: Jann Gardner

Recruitment line: 0800 0283 666

Dear Candidate

POST: Front Office Host

HOURS: 37.5 hours per week

CLOSING DATE: 25 June 2021

The Golden Jubilee Foundation welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely
Recruitment Assistant

Golden Jubilee Foundation
General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about the Golden Jubilee Foundation (GJF).
- The contents of this package are as follows:-
 - Job Description/person specification
 - Terms and Conditions of Service
 - Application Form
 - Equal Opportunities Monitoring Form
 - Information on Agenda for Change
- The Equal Opportunities Monitoring form is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- Please note, to ensure that we adhere to our current policy on Equal Opportunities; CV's received with Application Forms will be destroyed prior to Application forms being passed for Short listing.
- GJF operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System to:-

recruitment@gjnh.scot.nhs.uk

- The short listing process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
 - Valuing dignity and respect
 - A "can do" attitude
 - Leading commitment to quality
 - Understanding our responsibilities
 - Effectively working together

Golden Jubilee Foundation
Terms and Conditions of Service

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

1. Superannuation

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

2. Salary

£19,609 to £21,615 per annum

3. Grade

This post is offered at Band 2.

4. Annual Leave

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

5. Hours of Duty

37.5 Hours per week

6. Tenure of Employment

This post is offered on a permanent basis

7. Asylum and Immigration Act 1996

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

Golden Jubilee Foundation

Benefits

NHS Superannuation scheme:

New entrants to the Golden Jubilee Foundation who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

Annual leave entitlement (including public holidays):

35 days' annual leave on appointment

37 days' annual leave after 5 years

41 days' annual leave after 10 years

Free car parking

Continuing professional development opportunities

Discounts at the Golden Jubilee Conference Hotel

Leisure Club membership – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £25 per month.

Discounted Room Rates - Rooms rates discounted subject to specific conditions.

Discounted Dining - 20% off food and beverage when dining in the hotel.

Golden Bistro (Hospital Restaurant) - Discounted food in our award winning hospital restaurant.

NHS Staff Benefits

As a staff member in the Golden Jubilee Foundation, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit www.nhsstaffbenefits.co.uk - new offers are added on a weekly basis.