



JOB DESCRIPTION Guest Services Assistant (Night) **Revised:** March 2022

Main job purpose: Ensure The Royal Foundation of St Katharine delivers an effective hospitality service to its guests and visitors.

Reports to: Guest Services Team Leader **Responsible for:** None

Usual place of work: The Royal Foundation of St Katharine (RFSK), 2 Butcher Row, London. E14 8DS.

Work perimeters: 4 nights on, 4 nights off, 10 hours per shift (10pm – 8am)

Relevance: This document reflects the job content at the time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the jobholder and the job description will be amended accordingly.

Key areas of Responsibility:

Support of charitable objectives

Learn and be able to effectively demonstrate a comprehensive knowledge of The Royal Foundation of St Katharine, including but not limited to:

- Charitable objectives delivered through Worship, Hospitality and Service
- Working ethos.
- Commercial objectives and budgets

Front Desk

Greet and welcome guests upon arrival whilst always maintaining a professional appearance.

Be thorough, accurate and efficient in taking reservations and performing check-ins and check-outs.

Have complete knowledge of accommodation, conference, food and beverage services
Demonstrate proper selling techniques during the reservation and walk-in process.

Seek and react to opportunities to sell rooms, upgrade packages including re-rents, and last rooms available.

Actively gain feedback from guests.

Be knowledgeable and helpful about the local area, the Foundation and hotel services.

Promptly respond to and resolve guest complaints.

Handle messages, wake-up calls, mail, and faxes properly.

Follow all applicable RFSK Standard Operating Procedures.

Ensure all customers establish credit upon check-in. Improves timeliness of cash flow by adhering to all established credit and inventory control procedures.

Verify all information on reservations check-in; name, address, method of payment, etc.

Identify and record any special billing instructions.

Complete shift closing accurately by getting appropriate approval signatures and authorisation codes.

Maintain and run the reception bar and shop effectively in line with current policy.

Night Work

Pay particular attention to the security of the building and guests when working alone.



Carry out security patrols of the premises throughout the night.
Carry out housekeeping responsibilities where appropriate.
Check meeting rooms and prepare for arrivals.

Administration

Contribute to a vigorous data base to facilitate room and meetings/events sales.
Assist with the coordination of meetings, special events in collaboration with relevant departments as required.
Ensure that all calls are answered warmly and efficiently.

Environment, Health & Safety and Security

Follow carefully the RFSK standards on being environmentally friendly.
Fully understand the safety procedures of the RFSK and assist to ensure the safe evacuation of guests and staff.
Ensure safe working practices in accordance with the correct policy and procedure.
Properly handle and account for keys and ensure protection of residence room numbers.
Have full knowledge of policies regarding emergency procedures and security.
Adhere to the RFSK H&S procedures and show an active interest in these procedures by highlighting and rectifying issues.

I have read and fully understand all the contents of this job description and understand that a signed copy will be kept on my personal file.

Signed:

Printed name:

Date: