



Job Title	Receptionist	
Location	aha The Rex Hotel, Knysna	
Objective	Checking guests into and out of the Hotel and dealing with general guest enquiries.	
Key Areas	<ul style="list-style-type: none"> • Ensure activities and performance that lead to high levels of guest satisfaction. • Assisting the Front Office Management and supervisors in the processing of the reception procedure using the appropriate systems and procedures. • Shares common team values such as loyalty, trust and respect and treat their colleagues accordingly. • Fully familiarized with all hotel and company policies, as well as hotel programmes offered such as Loyalty programmes, audit and service measurement programmes and merit awards • Participating in company and hotel induction-and refresher programmes. • Demonstrating exceptional level of professionalism, maturity and emotional intelligence at all times • Ensuring full compliance to departmental SOP's at all times. • Records, processes and files accurately all information relating to in-house guests. • Maintaining the appearance of the Front Office Department with reference to tidiness and the safekeeping of all correspondence, dockets and registration details. • Allocating rooms to arrivals in such a way as to facilitate good relationships between Reception and Housekeeping. • Receiving Guests in a manner which is polite, friendly and efficient. • Process room moves and communicates them effectively to relevant parties. • Ensuring full compliance to programmes such as corporate loyalty program. • Ensuring that the Guests complete Registration Forms correctly and that the information completed is in accordance with the Reservation information systems requirements, guest profiles are updated including nationality statistics and ensure payments are guaranteed. • Liaising with Porters to make sure that guests' luggage is moved from the lobby area to their room if so requested. 	
MINIMUM REQUIREMENTS	COMPETENCIES	
<ul style="list-style-type: none"> • Grade 12 / Matric • Minimum 1 years' experience in a similar position • Tertiary Qualification in Hospitality would be an advantage • Must have experience in Apex and Opera. 	<ul style="list-style-type: none"> • Communication skills – verbal and written • Customer Focus • Interpersonal skills • Teamwork • Decision Making • Problem Solving • Attention to detail 	
<p>Please take note of the following before applying:</p> <ul style="list-style-type: none"> • Do not send your CV / apply if you do not meet the minimum requirements • Transferring will have to be negotiated with your current manager • Only candidates that meet the above requirements will be contacted Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful. 		



- Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan

Please send your updated CV MillerK@aha.co.za on or before **27th January 2025**.

