



TITLE : Receptionist
LOCATION : Phinda Mountain Lodge
CONTACT PERSON : recruitment@andbeyond.com

&Beyond is built, almost entirely, on the strength of remarkable people who give passionately to their roles, work tirelessly, have the guest experience at the core of their focus daily and care of the sustainability of our communities and environment. Every single ‘&Beyonder’ makes a huge difference to our success and our contribution to the world, regardless of their role or function. For this reason we choose ‘&Beyonders’ very carefully - they are the strength and the future of this company.

KEY OUTPUTS:

- Processing reservations from Bateleur House
- Ensure all necessary items are ready & waiting before morning meeting at 8am
- Checking guests out or in if needed
- Controlling Guest’s bills - making sure they are accurate at all times.
- Communicating flights and transfers
- Guest adventure bookings
- Maintain QuickBooks billing systems
- Host guests at dinner as per the front of house hosting roster
- Ensure all telephone calls and radios are answered timeously
- Ensure you are always polite on the radio & telephone
- Ensure calls are transferred as requested & that messages are taken properly & passed on to the necessary individuals
- Ensure all filing is done daily (staff shop docket, safari shop docket & bar docket) if there is no switchboard on duty on that day.
- All feedback forms are processed on the feedback form spread sheet, if there is no switchboard on duty on that day.
- Liaise with reservations department on bookings, rates & guest info
- Working according to your shift checklist
- Accountability for cash and administrative errors
- Communicate with staff & other departments about day to day going on’s
- Lodge Daysheets - Make sure that all necessary information is on the daysheets & are up to date with the most accurate information.
- Doing daysheets ahead in order to plan & coordinate
- Doing detailed & accurate handovers with co workers
- Maintaining telephone billing systems
- Documenting staff visitors



KNOWLEDGE REQUIRED:

- Hospitality
- Environment
- The surrounding communities
- The country
- Company Knowledge (&BEYOND as well as Foundation)
- QuickBooks knowledge
- **Valid South African Drivers licence**

SKILLS REQUIRED:

- Communication skills - with guests and fellow staff members
- Standard of your work must exceed the standard of the lodge
- Good organisational ability
- Lateral thinking ability

PREVIOUS WORK EXPERIENCE REQUIRED:

- Experience in the service industry especially in dealing with guests and staff
- Previous reception experience an advantage

PERSONAL CHARACTERISTICS:

- Passionate about guest delight
- Able to create new ideas
- Able to handle pressure, and still operate effectively
- Energetic, proactive person with well-developed concept of the importance of providing a world-class guest experience and the ability to provide that experience as per the company standards
- Good interpersonal skills - able to function as part of a team
- Attention to detail and initiative
- Diligence and self-motivation to meet deadlines and keep on top of your job
- Willingness/ability to share information and teach and inspire others

This is a permanent live-in position, based at Phinda
Transport to/from leave cycles is the successful candidate's own responsibility

We reserve the right not to make an appointment