



Job Description Club Receptionist

Reporting to: Head of Sales

Job purpose:

- Works with: All departments including Events, Membership, Marketing, Finance, Studio, Gallery, and the Club and Restaurant teams
- Working hours Shift work involved including evenings, late nights and weekends to cover the operational hours of Club and bedrooms
- To ensure the provision of excellent customer service to all members, guests and clients visiting The Hospital Club (THC).

Summary of key Club Reception duties:

- Greet and register Members and their guests: greet guests and direct them to appropriate areas within the Club.
- Liaise with Event Managers to ensure that all rooms are prepared and ready for clients.
- Administration of reception desk including answering phones, receiving and replying to all emails, distributing and preparing post
- To book and manage restaurant reservations for Members and VIP clients as directed by the Executive team.
- Build strong relationships with members and bedrooms guests and encourage a positive and creative work environment for all.
- Assist the Membership team in monitoring challenging members and work together to encourage positive use of THC.
- To have full knowledge of all the activities, events and restaurant bookings.
- To manage the attendance of Members events and manage guest lists on a daily basis.
- To have a daily knowledge of all events and studio bookings in the building
- To demonstrate an exemplary understanding of the club facilities and offerings
- To ensure the Front of House is kept clean and tidy at all times
- Assist with making taxi and courier bookings for all internal staff members as requested.
- Communicate regular and VIP guests/ members to the wider team to build awareness.
- Assist the Night team in the preparation of the daily handover.
- Attend THC training sessions, including cross-training with key departments.

General Duties:

- To undertake any additional duties as reasonably directed by Management.
- To adhere to company practices and procedures at all times in particular those relating to discipline, and Health and Safety
- To assist any guests who may have special needs in moving around the building.
- To promptly report any customer complaints to the Manager on duty.
- To ensure good communication with all colleagues and supervisors.
- To handle lost property.
- This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.



Person Specification Category	Requirement	Essential or Desirable
Experience	Prior Reception/front of house experience in a boutique hotel and /or busy creative and/or high-end luxury hospitality environment.	E
Knowledge & Skills	<p>Excellent communication skills, both oral and written.</p> <p>Able to work effectively with computerised systems i.e. MS Office XP, Outlook</p> <p>Excellent interpersonal skills with a proven track record of dealing with high profile people</p> <p>Knowledge of database system/s (experience of Cenium an advantage)</p> <p>Strong customer care ethic and ability to build relationships at all levels –I think we should play up the customer service skillset required</p> <p>An understanding, interest and enthusiasm for the creative industries.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>
Personal Qualities	<p>An enthusiastic self-starter with a 'can do' attitude</p> <p>Strong team player with the ability to work on own initiative.</p> <p>Hands-on person who can hit the ground running</p> <p>Flexible with the ability to work well under pressure</p> <p>Able to maintain discretion and confidentiality at all times</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>