

THE HOTEL RECEPTIONIST



The hotel receptionist

If you enjoy meeting and helping all kinds of people, this could be a great job for you.

Hotel receptionists make guests feel welcome, manage room bookings (also known as reservations) and deal with requests that guests make during their stay.

A hotel receptionist also needs to be friendly and professional at all times, able to look after several things at once and always stay calm, sometimes under pressure.

What education do you need?

Many employers will prefer you to have a good standard of general education and possibly some GCSEs (A-C) in subjects such as English, maths and IT. Some employers may also want you to have experience of using a telephone switchboard or a computerised reservations system.

Although previous experience in customer service or office work would also help you, you can also prepare for this work by taking or relevant college course.



Entry Requirements

You will need good administration and customer service skills for this job. IT skills will also be useful to work with computerised booking and payment systems. Many employers will want you to have a good standard of general education, including GCSEs (A-C) in maths and English.

You could prepare for this work by taking a relevant full-time or part-time college course, to gain some of the knowledge and skills needed in this job. Courses include:

Level 1 Certificate in General Hospitality

Level 1 Award in Introduction to Employment in the Hospitality Industry

Level 2 Award in the Principles of Customer Service in Hospitality, Leisure, Travel and Tourism

Useful Vocabulary

Welcome to our hotel.	Добро пожаловать в наш отель.
Good morning/day/evening.	Доброе утро/день/вечер.
I can show you to your room.	Я могу проводить Вас до вашего номера.
Please let me know if you need any assistance.	Пожалуйста, дайте знать, если Вам потребуется какая-либо помощь.
Is there anything else I can do for you?	Я чем-то еще могу быть вам полезен?
How may I be of assistance?	Чем я могу вам помочь?
I hope you enjoyed your stay.	Надеюсь, вы остались довольны проживанием.

Useful Vocabulary

What name is the reservation under?	На чье имя оформлено бронирование?
May I have your passport, please?	Не могли бы Вы, пожалуйста, дать свой паспорт.
Could you please fill in this registration form?	Заполните, пожалуйста, бланк регистрации.
Please sign here.	Будьте добры, подпишите здесь.
Your room costs...	Ваш номер стоит...
Please take your room key.	Пожалуйста, возьмите свой ключ.
Would you like to pay cash or credit?	Вы будете платить наличными или картой?
Your room's on the (2, 3, 4, 5) floor.	Ваш номер на ... этаже.
Do you need help with your luggage?	Нужна ли вам помощь с вашим багажом?
Would you like any help with your luggage?	Оказать ли вам какую-либо помощь с багажом?

Useful Vocabulary

Are you ready to check out?	Вы готовы выезжать?
What room were you in?	В каком номере вы проживали?
I'll just need to ask you for your room keys.	Мне необходимо попросить у вас ключи.
How was your stay?	Как прошло ваше пребывание?
Here's your bill.	Вот ваш счет.
There is an extra room charge on your bill.	На счете вашего номера имеются дополнительные расходы.
Would you like to check and see if the amount is correct?	Желаете проверить счет и убедиться, что сумма верная?
Here are your receipt and your change. Thank you.	Вот ваша квитанция и сдача

Reception(front desk)

- The responsibilities of receptionists or front desk clerks\agent:
 1. Prepare for the guests arrival
 2. Greet the guests when they arrival
 3. Check the guests into the hotel
 4. Assign suitable rooms and check the guests method of payment
 5. They keep a record of the status of each room in the hotel.

How to Become a Hotel Receptionist (1 step)

Understand the job description.

While job duties will vary from hotel to hotel, there are certain responsibilities that all hotel receptionists are required to manage. These include handling reservations and cancellations, managing payments, answering questions, taking messages, managing the front desk and answering the phone.



How to Become a Hotel Receptionist (2 step)

Prepare to work a variety of shifts.

Working as a hotel receptionist will require you to work days, nights, weekends and sometimes overnight. Be prepared to keep a flexible schedule.



HOW TO BECOME A HOTEL RECEPTIONIST (3 STEP)

Get a well-balanced education. A minimum of a high school diploma will be required, and some college courses will also help you become a hotel receptionist.

- Take English and communications classes that will provide you with the ability to communicate effectively verbally and in writing.
- Take math and finance classes so you are prepared to handle payments and money.
- Look for opportunities to take hospitality courses. Many community colleges and online schools offer classes in travel, tourism and hotel management.

HOW TO BECOME A HOTEL RECEPTIONIST (4 STEP)

Obtain experience in office and front desk functions.

- Work as a receptionist or an office assistant in a professional setting. This will help you learn skills required of a hotel receptionist.
- Answer phones, greet customers, organize paper and computer files, and get experience managing multiple administrative functions.



HOW TO BECOME A HOTEL RECEPTIONIST (5 STEP)

Sharpen your customer service skills. Working as a clerk in a retail setting, or in a call center will give you the customer service experience that you need to become a hotel receptionist.

- Provide answers to questions, resolve complaints, and maintain a cheerful, positive and professional attitude when dealing with customers.



How to Become a Hotel Receptionist (6 step)

Keep up with computer software and technology. Many hotels will have specific databases and online reservation systems that they use. You will need to learn computer programs quickly.

Learn how to use Microsoft Office, including Word, Excel, Access and Outlook



How to Become a Hotel Receptionist (7 step)

Put together a hotel receptionist resume that reflects your education and experience. Make sure you have an objective line, which references your goal of becoming a hotel receptionist.



HOW TO BECOME A HOTEL RECEPTIONIST (8 STEP)

Look for job opportunities.

- Check online job search websites such as CareerBuilder, Monster and Indeed. You can perform a search using specific keywords such as "hotel receptionist" and choosing the city or state you want to work in.
- Drop off your resume at local hotels where you would like to work. Ask to speak to the manager and introduce yourself. This will give you a chance to demonstrate your professional, positive attitude and personality.

Congratulations! Now
you can become a hotel
receptionist.