



**Village Receptionist**  
**Campus Life Services, University of Limerick**

**Job Description**

**The overall role**

The primary role of the Village Receptionist is to provide a friendly, welcoming and efficient service to all Village guests. The Village Receptionist should create a positive environment in the reception while providing support to the Assistant Village Manager and Village Manager.

**Applicants should:**

- Have previous reception experience within a hotel or similar fast paced working environment
- A proven record of excellent customer service
- Have excellent communication skills
- Have a friendly and welcoming personality
- Be able to demonstrate very good team work and demonstrate initiative to work on their own
- Have a high level of attention to detail and the ability to multi task
- Have a willingness to learn, use own initiative & ability to adapt to different situations
- Be self-motivated
- **Be available for weekend work**

**Main Activities**

1. To undertake all training as required
2. To follow the company's health & safety guidelines, as per induction training
3. To be familiar with Campus Life Services administration procedures and systems
4. To provide a welcoming reception service
5. To carry out reception duties such as meeting and greeting guests, checking in guests, assisting guests with queries, take payments and allocate bookings
6. To provide excellent customer service and to deal with customer queries and resolve any complaints/issues quickly in an affective and courteous manner as possible
7. To carry out the end of shift cash procedures correctly and efficiently
8. To take bookings for accommodation over the telephone
9. To understand and be able to answer queries on the academic year process and booking system To understand operational issues in the village e.g. how to work the oven, how to work the heating
10. To log maintenance calls on the system and to raise issues with the relevant manager
11. To work efficiently with the house keeping supervisor to know what rooms are ready for check in



12. To undertake office duties such as answering phone calls, responding to emails, managing master key usage
13. To keep reception clean, tidy and presentable at all times
14. To keep all records on KX up to date and correct
15. To respond to fire alarms
16. To carry out housekeeping duties for time to time – some housekeeping shifts may be required
17. To carry out housekeeping inspections and issue call backs where necessary
18. To give a clear and concise handover/ instructions for the next shift
19. To carry out any other tasks as instructed by the manager
20. To be aware of any health & safety/ security issues that may be a risk to the village / residents / staff
21. To be flexible in relation to shifts and days available for work
22. Be available to work in any 7 of the campus residences, including moving villages mid-day
23. To be a positive, supportive and active team member
24. Be presentable and well groomed and adhere to uniform guidelines

**On Call Duty:**

1. The Summer Receptionists are required to live on site to respond to late check in and emergencies. Accommodation is given in exchange for the on call hours
2. To cover on call duty mid-week and at weekends
3. Normal duty periods will be 20h00 – 08h00 but will vary depending on the business levels and reception opening hours in villages
4. To be available on site at all times whilst on call
5. To complete and submit nightly activity logs and incident reports