



RECEPTIONIST

REF. No. 967

About us

We are a global lifestyle brand offering fresh and socially engaging accommodation platforms and hospitality venues. Our vision is to become the world's leading design-led hostel brand. We aim to achieve this by offering a host of soulful social spaces, cultural events and a creative programme that inspires guests and locals alike, all while providing affordable and safe accommodation in the centre of the city.

BEING YOURSELF is the key to bringing our story and brand to life. We need an exceptional and passionate leader to join our team in London. If you are an inspiring leader and communicator, a people person through and through and have a genuine desire to be part of something big then your journey should start here. Help us to create an unforgettable experience. Be a part of Europe's fastest moving, ground breaking, hostel brand. Join us, be yourself.

Number of employees

50

Tasks

- Provide a warm friendly welcome to all guests and the public
- Maintain a professional relationship with your team and guests.
- Manage reception and the check-in process efficiently, providing information on the hostel facilities and events, city knowledge and upselling products where possible.
- Always strive to meet and exceed the needs of our guests at each interaction.
- With your Supervisor or Team Leader ensure that all reception tasks and functions are completed in line with Reception check lists.
- Respond quickly and efficiently to all customer requests and enquiries. Hand over any outstanding requests to the next shift.
- Work shifts in the Travel Shop and seek opportunities to maximise sale opportunities.
- Report any maintenance issues immediately using our online system
- Respond to all guest complaints in a caring and empathetic manner. Always love our guests.
- Encourage guests to use online review sites to give feedback on their stay e.g. Trip Advisor

PRAKTIKUM IN LONDON



- Be proficient and accurate in the use of SIHOT and travel shop POS, keeping up to date with changes at all times.
- Whilst on shift ensure you promote our Beds as effectively as possible and maximise opportunities for revenue by upselling and promoting spend throughout F&B and Travel Shop
- In the absence of your Manager or Supervisor, communicate with the Revenue Manager daily to ensure you are up to date with rates and promotions to ensure you are maximising revenue through stay overs, walk-in's and upgrades.
- Whilst on shift ensure all cash handling and POS procedures are being followed and discrepancies are investigated in line with the Cash Handling Policy.
- Communicate to your team anything that will affect the guest experience or running of the department.
- Comply with your responsibilities in relation to Fire, Health and Safety.
- Carry out instructions given by your manager, supervisor, team leader or any manager on duty.
- Play a part in ensuring that there is always appropriate cover at Night by carrying out night shifts as required.

Skills needed

- Have impeccable honesty
- Always love our guests
- Have strong team and communication skills
- Have a passion for delivering excellent customer service.
- Work well under pressure

Skills to be acquired

- High Level of English
- Computer Literate
- Customer Service

Duration of the internship

3 months, ideally 6 months

PRAKTIKUM IN LONDON



Office languages

Varied, predominantly English

Location

London

Financial support

Accommodation

Office hours

8am-4pm or 3pm-11pm