

**Casual Receptionist**  
**Hours between 7am-11pm (may vary) including weekends**

The Hilton Garden Inn Emirates Old Trafford is a brand new 4\* hotel at the home of Lancashire County Cricket Club. The Hilton Garden Inn Emirates Old Trafford offers accommodation for business and leisure and has 150 bedrooms including 85 pitch-facing rooms most with balconies, residents' gym, restaurant, coffee shop and business centre.

Located within the venue Emirates Old Trafford an award-winning and multi-purpose venue and also an iconic sports club both locally and globally facilities which are not available elsewhere. The Hilton Garden Inn will complement the impressive conference and event facilities on offer.

We are looking for people to join our Front Desk team, who have a passion and enthusiasm for delivering an excellent guest service experience, whether that be checking people in or carrying out guest requests.

**Key Responsibilities**

- Meet and greet all visitors on arrival
- Check in arriving guests and check out departing guests
- Make reservations
- Complete all tasks on daily check list.
- Be responsible for understanding all the services offered at Hilton Garden Inn Emirates Old Trafford, demonstrating excellent communication skills and product knowledge with guests and staff.
- Confidently deal with general enquiries made by walk-ins and telephone enquiries, ensuring the enquiry is dealt with by the appropriate department/person.
- Answer all direct calls that come through the switchboard politely and in a professional manner.

**Key to the role**

A background in reception/guest services where high levels of customer service are paramount. Previous experience working in a professional environment with knowledge of switchboard, post and general admin duties.

**Essential Skills and Experience:**

- Reception experience from either a professional, customer service or hotel background.
- Total commitment to delivering a high level of customer service.
- Excellent communication skills.
- High standards of grooming.
- Numerate with a competent level of IT skills
- Flexible with working arrangements, able to work both days, nights and weekends if required.
- Commitment to undertake necessary training required for all reception positions across the stadium and the Hotel.