



The ROYAL
SOCIETY of
MEDICINE

Hotel Receptionist

Domus Reception
Full time, permanent

The Royal Society of Medicine (RSM) is a UK charity and membership organisation dedicated to advancing health.

Through learning and collaboration, we empower a global community of healthcare professionals to enhance their practice and improve patient outcomes, while promoting a broader understanding of health through public engagement.

Founded in 1805, the RSM has a long history of bringing individuals with diverse experiences together to share knowledge and pioneer new approaches to medicine and healthcare. Today, our membership connects the full spectrum of healthcare disciplines and career stages, with our educational events programmes and learning resources supporting healthcare professionals worldwide.

Our members, partners and collaborators work collectively, drawing on one another's expertise to raise standards and develop innovative solutions.

Together, we are transforming healthcare, and lives, for the better.

Job Purpose

This customer-facing position plays a vital role in delivering an exceptional guest experience. As the first point of contact for guests arriving at the Domus Medica Club Hotel, the individual in this role is responsible for delivering a warm, professional welcome and maintaining exceptional service standards throughout the guest's stay.

Tasks & responsibilities

Person Responsibility

- Exceed expectations in guest services externally and internally
- Lead by example, Smile and a Hands-on Approach
- Maintaining guests services by welcoming guests and acting as lobby hosts
- Acknowledge special occasions, wedding anniversaries, birthdays, milestone celebrations
- Do what it takes to create happiness with enthusiasm and be yourself
- Perform all duties and responsibilities in a timely and efficient manner in accordance with RSM established policies and procedures to achieve the overall objectives of the role of receptionist

Responsibilities

- Dealing with all customer enquiries
- In person, on the telephone and via e-mail
- Administering, responding and processing all reservations, cancellations and no-shows, in line with company policy
- Performing check in, check out and reservation duties including the billing process accurately and efficiently and following up with No Shows within the time frame

- Any statistical data as requested and shown
- To be able to start and close a shift independently and ensure banking and ledger totals are correct

We are a Team, and we depend on each other, our character is part of our service

- To assist our colleagues to achieve and exceed standards regardless of department
- Establish and maintain effective relations with colleagues across all departments
- To work as a team to constantly evaluate and improve our guest experiences
- To support management by giving honest feedback to improve the welfare of our teams across all departments
- Offer an excellent customer service to the guests reflecting the standards of the RSM
- Greet guests with a smile and your fabulous personality
- Recognise regular guests and preferences
- Making sure their needs are met
- Ensuring a pleasant visit at the RSM
- Liaising with other departments, such as Food and Beverage regarding any requests
- Dealing with guest complaints, comments and requests
- First point of contact for any issues and resolve accordingly where possible Contact Duty Manager if escalation needed
- Fulfilling all reasonable requests from guests to ensure their comfort, satisfaction and safety

Assisting in general administrative duties

- Operating the telephone switchboards including the transferring of calls and taking messages for all departments
- As and when assist with postal deliveries / parcels etc
- Checking Membership identity documentation as and when required
- To direct event delegates to the meeting spaces

Health & Safety

- To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work
- To report any defects in your department or anywhere in the building according to hotel procedures
- To ensure that any accidents to colleagues or visitors are reported immediately and in accordance with RSM procedures
- To ensure that your online training is completed in accordance with RSM time frames and requests
- To be fully conversant with, Fire & Safety, Evacuation, Health & Safety and Employee Handbook

General

- Display a professional image of RSM and Domus Medica Club Hotel by delivering our values at all times
- Keep immediate management fully informed of challenges or unusual matters of significance whether internal or personal
- To attend all training course as and when required
- Perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of the position of Receptionist/Guest Services
- As the hotel's level of business varies considerably, there is a need for flexibility in attitude, approach and working hours

Person Specification & Competencies

- ✓ Excellent customer service
- ✓ The ability to communicate and interact with people at all levels, both written and verbally
- ✓ Ability to work under pressure
- ✓ External awareness
- ✓ Excellent attention to detail and accuracy
- ✓ A pleasant disposition and a conscientious attitude to work
- ✓ The ability to work on own initiative as well as part of a team
- ✓ The ability to work flexibly and adapt to a changing environment
- ✓ Confidence in liaising with other departments.

The post holder must always when conducting responsibilities and interacting with others:

- Uphold the vision, mission and values of the RSM
- Support effective communication and consistent management of RSM policies and procedures throughout the organisation
- Adhere to the Society's Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards
- Adhere to the Society's Data Protection regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner
- Fully subscribe to the spirit of and adhere to the Society's people policies in particular the Discrimination, Bullying, Harassment, Victimisation policies.