

Employment Vacancy

Name of Club:- ALC Ref No:- Job title:- Full/part time:- Location:- Duration:- **Brief Job Description:-****Job Description**

- Meet, greet and help direct Members, guests, staff and approved visitors to the Club in a professional and polite manner
- Ensure the opening, closing and daily reception procedures and standards are followed at all times.
- Provide an accurate court booking service for Members and guests including bookings and cancellations.
- Ensure the correct payments are taken in respect of court fees, guest fees and shop goods sold.
- Answer the telephone promptly and politely to the standards required. Ensure all messages are accurately recorded and promptly passed on.
- Respond to any Member complaints appropriately
- Maintain an up to date knowledge of Club Rules and Bye Laws and assist in their enforcement reminding Members where necessary.
- Keep reception tidy at all times and ensure up to date promotional material/Club information is on display.
- Follow the standards and instructions issued by management/security in the event of a fire alarm/ bomb threat or other security alert.
- **3 week rotating rota averaging out at 25.5 hours per week.**
Week 1: 3 shifts, Week 2: 4 shifts, Week 3: 5 shifts

Person Specification

- Warm and friendly, natural smiler
- Good communicator, bubbly enthusiastic, positive
- Socially polished
- Clear speaking voice
- Literate and numerate; excellent command of English, both spoken and written
- Computer literate
- Experience of reception work; telephone systems; shift work
- Able to multi task
- Service orientated
- No restrictions to working in the UK

Hours/week:- Wage/Salary:- Contact Name:- Telephone No. Email:-