



## **Front Office Receptionist**

### **Who We Are**

The Parnell Hotel & Conference Centre is an independent property; proudly New Zealand owned and operated. We have 101 Accommodation rooms, Gladstones Cafe Restaurant & Bar and Conference Centre. We are situated in the lovely residential suburb of Parnell, just 3kms from the Auckland CBD. Our guests comprise business and tourist, from all walks of life and locations.

### **The Position**

As a Front Office Receptionist you should have a cheerful disposition, with a can do attitude and genuinely enjoy working within the hospitality service industry. The position entails guest check in/out, cashiering, reservations and answering all calls into the property in a friendly and efficient manner and assisting guests with their enquiries and requests. Good office skills with a welcoming and helpful manner essential.

You should be well groomed with very good personal presentation. You will need excellent spoken and written English with the ability to communicate easily with others, in person, by email or by telephone.

### **Skills and Experience**

Previous hotel reception experience is preferred and experience in Clarity Hotel Manager would be an advantage but not essential. The position is full time with rostered shifts encompassing week days and weekends. Applicants must be a citizen or permanent resident, or if non-resident must have a current Open Work Visa valid for a minimum of 1 year.

Expectations include the following requirements:

- Good selling skills
- Strong customer focus
- Accuracy with figures
- Attention to detail

- Computer literate
- Courteous and helpful

If you would like to become part of our friendly Front Office team, enjoy meeting new visitors, welcoming back our many repeat guests and have a genuine desire to work in the hospitality industry we would love to hear from you.

We pay the living wage as a minimum for all entry roles or may pay an hourly rate commensurate with previous hotel reception experience.

If you have a genuine interest in the position, please email your application with CV and cover letter to:

Sylvia Blundell

The Parnell Hotel & Conference Centre

E: [officemanager@theparnell.co.nz](mailto:officemanager@theparnell.co.nz)