



Job Title	Temporary Receptionist Assistant – Maternity cover- Weekends only.
Line Manager	Hotel Manager
Contract Type	Part Time – Temporary contract – 12 months
Weekly Hours	16 hours + lunch break.
Days per Week	2 days– Saturday and Sunday
Salary	£11.50 - £11.60
Holidays	9 days per year. Subject to starting day.
Bank Holidays Worked?	Yes
Work Location	At Feldon Valley.

Who are we?

Feldon Valley is a destination in the north Cotswolds – building a great reputation for golf, food and overnight accommodation. After purchasing the property in 2013, Thariq Ahmad has invested heavily in the golf course to make it one of the best in the area. With Thariq’s funding we were also able to completely redesign the Clubhouse in 2018 to provide a setting for our Restaurant & Bar, Fitness Suite and Golf Shop. Although our Restaurant is in the Clubhouse and we are proud to serve our members and visiting golfers, it is important to acknowledge that we are not a Golf Club Restaurant and our aim has always been to deliver a standalone, quality dining experience, open to everyone from hotel guests to the local community and beyond.

The hotel was completed in 2019 and offers overnight accommodation with 25 bedrooms spread across five buildings. There is no direct comparison to our hotel in the area and we are proud to present a modern design that blends with the surroundings and the unique boast that 100% of all profit from the hotel is donated to three charities.

We are a company with a modern outlook, focusing on the wellbeing of our employees and actively seeking to create the balance between work and home life – offering flexibility with shift patterns to suit personal requirements and listening to personal needs and wishes.

What do we want to achieve?

We want to be the best employer in the area, and we want to offer the best customer experience across the business. We focus on people, and we obsess about the little details that matter to our guests.

It is so important for us to top the list when it comes to feedback and reviews, but we also want to learn from constructive criticism to help us become better and stronger. We want to listen to employees, guests and members and never rest on our laurels.

We want to be known as the place to go for drinks and food and we want high hotel occupancies through the year with people using us as a base to explore this part of the Cotswolds. We want a full golf membership with a waiting list to join. We want to win awards without chasing them and we want people to return again and again because of the quality and service we offer.

We want to grow profits each and every year so we can support our charities, reinvest in the business and reward the employees that make it all possible

Who are we looking for?

Providing a first-class experience to guests staying at Feldon Valley by being polite and attentive at all times. Leading by example whilst working in line with Feldon Valley's values of professionalism, integrity and team work. Having the energy, confidence and motivation to work in a front of house role, dealing with guest bookings and enquiries, and being confident enough to take action to address issues, professionally, when needed.

Providing the great memories – your work will have a direct effect on guests experience at Feldon Valley.

Tasks & Accountabilities

- To undertake the front of house duties; meeting and greeting guests and assisting with any needs or requirements that arise.
- Responsibility for guests accounts and billing and ensuring accuracy at all times.
- Keeping the reception area clean and tidy at all times.
- Being presentable, polite and respectful to guests. This will be the first contact with guests and there is no second chance to make a good impression.
- Undertaking general office duties including filing, responding to correspondence, answering phones and taking enquiries efficiently.
- Respond efficiently to any booking enquiries that arise – ensuring the best possible first impression.
- Making room bookings accurately using our bookings system and processing all bookings in a timely manner, and with attention to detail. Errors are costly.
- Be fully appraised of room details, prices and offers so you can answer any questions that arise and provide accurate information to guests.
- To liaise with housekeeping, maintenance and F&B to report any issues and resolve situations effectively.
- To undertake Room Inspections prior to check in to ensure the highest standards are maintained in guest rooms
- To undertake any ad-hoc duties that may arise including but not limited to , assisting with the F&B team, housekeeping etc.
- To be comfortable with shift working.
- To be energetic and confident in your ability to deal with a busy and demanding environment.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible, and briefing department managers when required. Always consider the environment and community with every decision made.

Key skills & Requirements:

- Previous experience in hotel reception, 6 months minimum. A good standard of spoken and written English is critical.
- An excellent record of high standards.
- A willingness to learn and develop.
- To work on own initiative.
- Ability to problem solve, quickly.
- Not afraid to pick up the telephone.
- Calm and collected when in a busy environment.
- Personal pride and honesty
- Team player – this is essential for Feldon Valley.
- Having a good eye for detail.
- Able to Step-up; having the confidence to do so but also to admit when you need help.
- Passion and Drive – we want our staff to enjoy what they do and make Feldon Valley a great place to work.
- A right to work in the UK.
- Willing to undertake DBS checks if required.

Reward:

We understand that passion and commitment works both ways, and we want our staff to forge a career here at Feldon Valley. Therefore, we reward our staff with:

- Competitive salary
- Staff Uniform
- Career progression

- Holidays entitlement subject to days worked.
- Pension Scheme
- Access to childcare vouchers
- Free Hot drinks and fruit for staff in the rest room
- Use of the Golf Course (restrictions apply)
- 25% Staff Discount in the restaurant
- Off peak access to the Fitness Suite
- Free nights in the hotel and reduced rates for friends and family.
- Long service awards
- Employee Assistance Scheme Bike to work scheme

Benefits:

- Company events
- Company pension
- Cycle to work scheme
- Free parking
- Gym membership
- Health & wellbeing programme
- On-site gym
- On-site parking

Schedule:

- 8 hour shift + 30 minutes unpaid lunch break.
- Weekends only (Saturday and Sunday)

Licence/Certification:

- Driving Licence (required)

Ability to Commute:

- Lower Brailles (required)

Ability to Relocate:

- Lower Brailles: Relocate before starting work (preferred)