



Job Description Receptionist

Responsibilities:

- Foreign languages: English. + an additional foreign language is an advantage
- Processing of all guest correspondence in de. / English
- Booking the room in the room plan and maintaining the guest file in the hotel program
- Receiving phone calls
- Computer programs:
Windows, Word, Excel, Publisher, Power Point, Internet, Outlook, Sitec Hotel
- Check in / check out
- Accompany guests to the room
- Preparation of arrivals
- Control of guest bills before departure
- Creation of ski passes or summer cards
- On-site support for guests with information – hotel, mountain railways, lifts, location
- Design of the morning mail and various internal hotel event programs as well as the menu cards and menu cards (translations into English, possibly Italian and French)
- impeccable reception ambience (candles, flowers, brochures, information board, etc.)
- Guest folders
- Creation of the daily lists for the areas of service, floor and kitchen as well as the Lecher Stube restaurant, café and bar
- Questionnaire evaluation: update and translation
- Complaints management
- Active presentation of the hotel at walk-ins
- Act guest-oriented and friendly