

# Receptionist Job Vacancy at Ramada Beach Resort April 2025

## Receptionist

### Ramada Beach Resort

Department: Front Office

Reports To: Front Office Manager

### Job Summary:

We are seeking a proactive and detail-oriented Receptionist to manage front-desk operations and support multiple departments with administrative and coordination tasks. As the first point of contact for clients, partners, and team members, you'll be responsible not only for welcoming visitors and managing communication channels, but also for ensuring the smooth day-to-day functioning of the front office.

### Key Responsibilities:

#### Guest Services:

Warmly welcome guests, ensuring a smooth and efficient check-in/check-out process.

Handle VIP arrivals, special requests, and guest preferences with care and attention to detail.

Resolve guest concerns or complaints with empathy, professionalism, and promptness.

Act as a concierge when needed—arranging transport, recommending local attractions, and assisting with bookings.

#### Front Desk Operations:

Manage reservations across multiple channels (direct, OTA, walk-in).

Monitor room availability, rates, and overbooking situations in coordination with Revenue Management.

Handle billing, invoices, refunds, and accurate end-of-day financial reports.

Maintain and update guest profiles, preferences, and stay history in the PMS.

#### Administrative & Coordination:

Prepare daily reports such as arrivals/departures, occupancy, and special requests.

Support the Front Office Manager in training and mentoring junior front desk staff.

Ensure compliance with hotel policies, safety protocols, and security

standards.

Coordinate closely with Housekeeping and Maintenance to address room readiness, lost & found, or urgent repairs.

### **Communication & Multitasking:**

Answer phone calls and emails professionally, directing queries to appropriate departments.

Maintain a clear and organized shift handover log.

Participate in briefings, team meetings, and cross-department collaborations to improve guest satisfaction.

### **Requirements:**

2+ years of experience as a receptionist or in a similar administrative role

Strong communication, interpersonal, and multitasking skills

Proficient in Microsoft Office Suite and basic office technology

Excellent organizational and time-management abilities

Ability to handle confidential information with integrity

Diploma or equivalent; relevant certifications or training is a plus

### **How to Apply:**

Interested candidates for any of the above positions should submit an application letter, a detailed copy of their cv, names and contact information (Email addresses and telephone numbers) of three referees.

The candidate must clearly indicate the title of the position applied for (as it appears in the advertisement )on the heading of the email.

Application should be submitted to the Human Resources email, **hr@ramadaresortdar.com**