

## **FINESSE LEISURE PARTNERSHIP**

### **JOB DESCRIPTION**

**JOB TITLE:** RECEPTIONIST  
**FACILITY:** INDOOR FINESSE SITES  
**REPORTS TO:** Front of House Manager

#### **JOB PURPOSE:**

To be responsible to the Front of House Manager for the general day-to-day operation of the reception area, in liaison with the Administration Co-ordinator and Finance Assistant.

#### **MAJOR TASK:**

To satisfy the customers through a quality service and high standard of customer care.

#### **JOB ACTIVITIES:**

1. Deal with telephone enquiries and general public, directing appropriately or taking messages.
2. Selling goods and services, physically and verbally.
3. Be conversant with computerised systems, including bookings, issuing of tickets, dealing with waiting lists, administration etc.
4. Issue of Finesse Rewards Cards.
5. Issue of badges, certificates and shop goods.
6. Deal correctly with Lost Property as detailed in Centre procedures.
7. Accept membership applications.
8. Process Centre Party applications in liaison with Duty Managers.
9. Ensure leaflet displays are tidy and prominent.
10. Reconciliation of monies taken, accountable for all transactions.
11. Attend regular cycle of meetings and training, ensuring good communication and consistency between teams of receptionists and other staff groups.

12. Ensure that a good public service is provided at all times through good customer care, wearing appropriate uniform and name badge at all times.
13. Carry out duties of the post with regard to the authority's Health & Safety policy and the Centre's PSOP and Emergency Operating Procedures.
14. Deal with all postal intakes and arrange for deliveries to be dealt with appropriately i.e. informing Supervisor.
15. Ensuring all visitors/contractors are registered in appropriate record book.
16. Promoting Centres and other WHC sites by offering concise information.
17. To work across all of Finesse's sites as required.
18. Any other duties that may be required from time to time

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### PERSON SPECIFICATION

JOB TITLE Receptionist

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>KNOWLEDGE</b></p> <p>Education</p> <p>Training</p> <p>Experience</p>	<p>Dealing with the public</p> <p>Working with a telephone system</p> <p>Cash handling</p> <p>Working with computers</p>	<p>Educated to GCSE/O level standard in maths and English</p> <p>Knowledge of the leisure industry</p> <p>Experience of working with computerised booking systems</p>
<p><b>SKILLS &amp; ABILITIES</b></p> <p>Mental skills</p> <p>Interpersonal skills</p> <p>Physical skills</p> <p>Initiative &amp; independence</p>	<p>Excellent customer care skills</p> <p>Proven communication skills</p>	
<p><b>DEMANDS</b></p> <p>Physical demands</p> <p>Mental demands</p> <p>Emotional demands</p>	<p>Ability to work well under pressure</p>	
<p><b>OTHER ATTRIBUTES</b></p>	<p>To be able to work on a rotating shift system including evenings and weekends across multiple sites</p> <p>To be able to undertake appropriate training &amp; to maintain an up to date knowledge of the industry</p>	<p>Interest in leisure activities</p>