

**Job title:** Front Desk Officer/Receptionist

**Salary:** Competitive

**Duty Station:** Tubman Boulevard, Congo Town

**Application Deadline:** January 13, 2019

**Start Date:** As soon as possible

### **Introduction to our business**

Millennium Guest House and Suites managed by AFRIKLAND Hotel has an International set standard in Liberia's Hospitality Industry and addressed the need of its valuable customers to their best comfort. It is located on the Tubman Boulevard, Congo Town. This hotel has 50 bed rooms fully air-condition, two restaurants, one gym, a large bar, a tennis court, a swimming pool and a spacious parking lot. It has three medium and one large conference hall that have a capacity of 25,30,45 and 350 persons respectively.

Millennium Guest House and Suites management by AFRIKLAND Hotel is seeking for qualified applicants for the position of **Front Desk Officer/Receptionist**

### **ROLE & RESPONSIBILITIES OF FRONT DESK OFFICER/ RECEPTIONIST:**

- Always ensure outstanding customer care
- Maintains a friendly, cheerful and courteous demeanor always.
- Courteously and accurately answers inquiries from potential guests and accepts hotel reservations
- Responds to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
- Uses suggestive selling techniques to sell room nights, increase occupancy and revenue
- Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality services
- Allocate rooms to expected arrivals after checking the guest's preferences and special requests.
- Operates the EPBX equipment, including, assisting incoming & outgoing calls, setting wake-up calls, enabling DND (Do Not Disturb) and paging for in-house guests.
- Cross Check all billing instructions are correctly updated
- Controls cash transactions at the front desk and maintains complete responsibility for personal bank as specified by hotel bank agreement policy.

- Ensure Front office log book and hotel log book is always updated and actioned upon.
- Ensures safety by following guest check in and security procedures and reporting suspicious activity to security, manager, or MOD.
- Assist all departments in servicing the guests during high volume periods
- Performs other duties as assigned, requested or deemed necessary by management

### **PREREQUISITES:**

A positive attitude and excellent communication skills and other languages are advantages. Ability to remain calm whilst under pressure. Talent in guest relations management; Knowledge of Hotel management software/ System is required.

### **EDUCATION:**

Degree or Diploma in Hospitality Management is an asset or Graduates bachelor's degree and/or diploma in hotel or another related field. Computer Knowledge and experience in MS office programs.

### **EXPERIENCE:**

Minimum 2 to 3 years work experience as Front Officer/ Receptionist in a reputable hotel. Experienced in Hotel management software and Post of sale (POS) software

### **HOW TO APPLY:**

Please send your motivation letter, CV and at most three references (both in English) to email: [jobs@afriklandhotels.com](mailto:jobs@afriklandhotels.com)/ [hmillenniumafrikland@gmail.com](mailto:hmillenniumafrikland@gmail.com) or Hard copy should be addressed to: Human Resource Manager, Millennium Guesthouse & Suites, Tubman Boulevard, Congo Town, Monrovia, Liberia