

Hotel Reservations Reception Staff

Rye Hotel is an established and iconic coastal venue located on the Mornington Peninsula.

We are seeking Reservations Reception staff to assist in the operation of our accommodation business which includes 30 resort-style Poolside suites and 14 luxury-appointed Beachfront suites that form a key part of this substantial guest entertainment complex.

The accommodation offering also incorporate a conference facility and other function rooms catering to our broad clientele including tourists, golf and group bookings, business conferences and more.

Role Description

Reporting directly to the Group Accommodation Manager, you will be responsible for assisting with the following -

- Manage RMS booking system and process all accommodation bookings and packages.
- Respond to all emails for enquiries@ryehotel.com.au mailbox and telephone enquiries relating to guest services, requirements and general accommodation in a timely manner.
- Attend to all checking in and checking out of guests for accommodation in a friendly and professional manner.
- Process accommodation payments and other payments for Rye Hotel events as required.
- Prepare daily financial reports from RMS booking system.
- Manage open and close Reception procedures, dependent on shift and ensure premises are secured correctly before end of PM shift.
- Ensure all Reception procedures and systems are followed carefully and accurately.
- Assist in the preparation of Housekeeping daily worksheets.
- Prepare and record daily maintenance and repairs worksheet and report any maintenance matters raised by guests, Management and staff.
- Maintain a clean and tidy front office appearance at all times.
- Assist with the management of online travel agency (OTA) websites ensuring the accommodation business is well presented and information is accurate.
- Report any concerns/complaints to the GAM and/or Management immediately.
- Contribute to continuous improvement and change culture in a competitive market.
- Promote good communication and liaison between Rye Hotel Food & Beverage staff as required for accommodation guests.

Job Requirements

- Mature, outgoing, professional and friendly disposition
- Well-presented, reliable and show initiative
- Flexible to suit the seasonal and cyclical needs of the business
- Regular shifts including morning and afternoon/evening and weekends (3-4 days p/wk)
- Ability to work autonomously and as part of a team
- Experience in front office procedures and reservation systems (not essential)
- Experience using excel spreadsheets (intermediate preferable)
- Knowledge of RMS booking system an advantage
- Knowledge of local attractions and facilities is a distinct advantage

Full training will be provided and a mindset for continuous improvement is an important characteristic that we are looking for in our team. While supervision will allow you to develop skills and knowledge specific to the role, there will be times where you will be solely responsible for guest services during a given shift.

If this sounds like you, and your skills and work experience match the above, please email a cover letter demonstrating your suitability for the role and a current resume to admin@ryehotel.com.au.

Right to live and work

You must have the **right to live and work** in this location to apply for this job.

Applications that do not include a cover letter and current resume will not be accepted.