

Name of the professional figure
Receptionist
Where it works
The Receptionist is part of the Front Office Department. It operates as an employee under the direction and supervision of the Front Office Manager.
The activities
The Receptionist takes care of welcoming customers and providing for all the organizational and administrative activities concerning the reception department of the structure where he works. It is, therefore, the professional figure who, in addition to welcoming guests and providing them with suggestions and information on the place of stay, deals with the management of reservations, complaints and misunderstandings that occur or are communicated to the reception. In particular, the Receptionist coordinates and controls the general progress of the reception and concierge service, manages room reservations, makes himself available to provide answers or clarifications to users, manages the arrival and departure registers, welcomes the customer, takes care of check-in and check-out procedures, carries out administrative and accounting operations, such as the issuance of invoices and cash activities (money collections, custody of values). It assists the customer during his stay, manages complaints and problems reported by customers, and provides information on the various services provided by the structure and the opportunities that can be found in the area (cultural events, tourist itineraries etc.)
Qualifications
This figure is usually held by graduates in tourism, business administration or languages.
Technical skills
The Receptionist must have a thorough knowledge of the policies and procedures of the front office and the hotel as a whole, as well as the services offered by the hotel where he works. He/she must possess a good knowledge of the hotel, particularly from a managerial, administrative and accounting point of view. He/she must also have an in-depth knowledge of the tourism-hotel sector, the location of the hotel, and the communication and sales techniques.
Computer and linguistic knowledge
This professional figure requires thorough knowledge of the English language (written and spoken), and other languages (depending on the target customers of the hotel) such as Korean, Chinese, and French is an advantage. He must also possess IT skills as a general user/expert who uses specific software for the reception, such as opera.
Personality and availability
This position is characterised by the ability to manage and develop a relationship with customers, problem-solving, team working. He/she must be courteous, honest and patient, able to self-control and manage stress, and precise and flexible in solving problems and handling customer complaints. He is expected to have passion and upselling skills. He/she must be open, friendly and tactful in dealing with customers and coordinating activities with other departments. Finally, he/she must be available to work outside hours, on weekends and shifts.