

# Locke

JOB DESCRIPTION AND PERSON SPECIFICATION	
<b>Job title:</b>	House Host
<b>Purpose:</b>	As a House-Host and a key member of the reception team you will be responsible for ensuring that all of our guests receive a Locke-Loving Welcome and that their stay is an enjoyable and comfortable one.
<b>Reporting to:</b>	Assistant General Manager
<b>Location and hours:</b>	Based at Whitworth Locke primarily. You will also have the flexibility to travel to other company sites as and when required by the business. You will be able to work flexibly, including weekends and bank holidays as required by local conditions. Your core working hours are 37.5 hours per week.
IN THIS ROLE YOU WILL BE RESPONSIBLE FOR THE FOLLOWING;	
<p><b>Delivering Guest/ Customer Service</b></p> <ul style="list-style-type: none"> <li>• To be the 'go to' person for our guests, contractors and visitors</li> <li>• Providing memorable service at every stage of the guest journey</li> <li>• To be able to share the fun and exciting things to do in and around our Locke with our guests</li> </ul> <p><b>Business Development</b></p> <ul style="list-style-type: none"> <li>• Continuously looking for opportunities to maximise revenue and occupancy levels</li> <li>• Identifying upselling opportunities</li> <li>• Building relationships with guests to encourage repeat business</li> </ul> <p><b>Day-to-Day Operation</b></p> <ul style="list-style-type: none"> <li>• Taking payments, cash handling and end of day reconciliation</li> <li>• Supporting the Front of House Manager and General Manager to ensure that our Housekeeping and Maintenance Teams consistently achieve a high standard of apartments</li> <li>• Managing reservations and queries (through a variety of channels including online, email, phone and in person) in a professional and efficient manner</li> <li>• Checking in and checking out our guests</li> <li>• Be comfortable working at times both as part of a team and on your own</li> <li>• Active participation in team meetings and personal development sessions</li> </ul>	
IN THIS ROLE YOU WILL NEED THE FOLLOWING;	
<b>Knowledge/ Skills/ Qualifications</b>	<ul style="list-style-type: none"> <li>▪ GCSE/NVQ (including English and Maths)</li> <li>▪ Proficiency in written and spoken English language</li> <li>▪ Customer Service Skills</li> <li>▪ Proficient with IT systems and software (including Microsoft Office)</li> <li>▪ Attention to detail/ Decision Making/ Sales Ability/ Influencing skills and managing expectations</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ Previous customer focused role (for example in hospitality or in retail)</li> </ul>

**THE VALUES YOU WILL LEAD BY;**

**Competencies  
& Values**

**The Courage To;  
Question  
Evolve  
Be Human**

- Be curious and seek out innovation, change and creativity
- Challenge convention, look for better ways to do and be
- Accept accountability and empower those around you
- Feel free to be yourself at work just as much at play
- Accept that perfection doesn't exist in yourself and others and no-one has the monopoly on good ideas
- Recognise the humanity in ourselves and others to learn fast, evolve and grow

**Business Skills**

- Take intelligent risks based on deep insight
- Act quickly based on market knowledge and understanding

