

**Aubrey Park is an independent hotel conveniently close to St. Albans and Hemel Hempstead being only 5 miles from both towns. A stylish, AA Rosette award winning hotel set in 9 acres of landscaped gardens and woods.**

Join our Front Office Team, where you would welcome all our hotel guests and contribute to delivering a high standard of service focusing on quality. This position would suit someone who is self-motivated and enjoys working with people.

**The role:**

- Deliver the highest levels of customer service to our guests at all times
- Ensure our guests' expectations are constantly met and exceeded
- Communicate with all departments within the hotel regarding guest requirements
- Perform a smooth check-in, check-out for our guests
- Operate the switchboard, key equipment and credit card machines
- Ensure all cash, charge, float and till procedures are carried out in accordance with company policy

**You:**

- Strong organisational and communication skills
- Good command of the English language
- Courteous, friendly and warm nature
- Competent in the use of Microsoft Packages and sending/receiving email
- Flexible to work shift work patterns which will include early mornings, late evenings and weekends
- Proven ability in a similar role and knowledge of Opera would be advantageous

**In return for your commitment, we will support you in this new opportunity, with**

Up to 28 days holiday including bank holidays per annum

Discounted rates for you & your family

Workplace pension scheme operated by The People's Pension

Meals on duty

Discounted rates for you & your family